

PostNL priced €300 million Sustainability-Linked Notes due June 2031

05-06-2024

The Hague, the Netherlands, 5 June 2024 - Today, PostNL successfully priced €300 million sustainability-linked notes with a term of seven years maturing on 12 June 2031. The transaction highlights the company's commitment to sustainability and accelerates its transition to a truly sustainable e-commerce logistics provider.

PostNL has recently published its Sustainability-Linked Financing Framework ('the Framework') and the second party opinion provided by Sustainalytics (please refer to <https://www.postnl.nl/en/about-postnl/investors/bonds/>). The notes are issued in accordance with this Framework. The net proceeds will be used for general corporate purposes.

The three key performance indicators (KPIs) in the Framework are closely related to PostNL's environmental, social and governance (ESG) strategy. PostNL is committed to reduce its absolute scope 1 and 2 GHG emissions by over 90% and its absolute scope 3 GHG emissions by 45% by 2030 from a 2021 base year. Alongside this, PostNL aims to increase its share of females in senior management positions to 36% in 2030.

Pim Berendsen, CFO of PostNL, said: "I am proud that we successfully offered our first sustainability-linked bond today. This transaction marks a next step in aligning our funding strategy with our ESG objectives and supports the execution of our emission-free delivery ambitions and our focus on diversity."

The notes will be issued on 12 June 2024, at a price of 99.557 and with a coupon of 4.75 per cent per annum. The notes are expected

to be rated BBB by S&P Global. The transaction was oversubscribed and placed with a broad range of European institutional investors.

The interest rate is linked to the KPIs that are described in the Framework. In case PostNL fails to achieve one or more of these targets by 2030, a single 100 bps coupon step-up, payable on the final interest payment date will be applicable.

Application has been made for the notes to be listed on Euronext Amsterdam and the prospectus will be made available on PostNL's website.

PostNL mandated BNP Paribas, BofA and ING as joint lead managers for the transaction. Furthermore, BofA acted also as sustainability advisor to PostNL.

Cautionary notice

This communication does not constitute an offer to purchase, or the solicitation of an offer to purchase, notes and is not for release, publication or distribution, in whole or in part, in or into or from the United States, United Kingdom or any other jurisdiction where to do so would constitute a violation of the relevant laws or regulations of such jurisdiction.

The notes have not been and will not be

registered under the Securities Act or with any securities regulatory authority of any state or other jurisdiction of the United States and may not be offered or sold within the United States or to, or for the account or

benefit of, U.S. persons except pursuant to an exemption from, or in a transaction not subject to, the registration requirements of the Securities Act.

Source: [PostNL](#)



Australia Post Metro next day delivery service launches in Adelaide

13-06-2024

Australia Post has just expanded its next-day delivery service, Australia Post Metro, to Adelaide. This delivery service provides eligible retailers and their customers with speed and more certainty when they shop online.

The launch of the new service is a direct response to the Adelaide community continuing to embrace the online shopping trend with consistent year-on-year eCommerce growth with online purchases 15.2% higher than in 2019 and nearly 500,000 households shopping online in the past year.¹

Recent data found that 68% of online shoppers are likely to abandon their shopping cart if they feel the delivery method is too slow.² Australia Post Metro addresses these changing consumer needs and helps retailers entice customers to finalise their online purchase.

Gary Starr, Australia Post Executive General Manager Parcel, Post and eCommerce Services said the flexibility and reliability that next-day delivery provides customers was becoming increasingly important, as the desire for fast fulfilment continues to be a key factor in online sales.

“We’ve been listening to our customers, and know they expect more certainty, simplicity and speed when ordering online. The Australia Post Metro service raises the bar for customers – prioritising next day delivery in

metropolitan areas enabling us to respond to that demand and deliver parcels to customers’ doors sooner.

“We already have some of the country’s largest retailers using the Australia Post Metro service covering the lifestyle, fashion, beauty and FMCG space, with more retailers coming online every month. This new service provides a more agile, flexible delivery option as we head into our busiest time of year.” Mr. Starr said.

Jo-Ann Hicks, Director of BIG W’s Ecom and Digital business says, “BIG W is excited to offer Australia Post’s next day delivery service to our Adelaide customers, giving them the opportunity to receive their BIG W shopping quickly by ordering online. Next day delivery joins many convenient ways to shop at BIG W including Pick up and Direct to Boot services.”

In less than a year since the launch of Australia Post Metro across Australia, more than 2.6 million parcels have been delivered and this is expected to continue growing strongly as demand for this product increases, and new retail partners come on board.

Source: [Australia Post](#)



Australia Post Metro next day delivery service launches in Perth

11-06-2024

Australia Post has just expanded its next-day delivery service, Australia Post Metro, to Perth. This delivery service provides eligible retailers and their customers with speed and more certainty when they shop online.

The launch of the new service is a direct response to year-on-year eCommerce growth, with West Australians embracing the online shopping trend more than any other state or territory (5.1% YoY growth).¹

Recent data found that 68% of online shoppers are likely to abandon their shopping cart if they feel the delivery method is too slow.² Australia Post Metro addresses these changing consumer needs and helps retailers entice customers to finalise their online purchase.

Gary Starr, Australia Post Executive General Manager Parcel, Post and eCommerce Services said the flexibility and reliability that next-day delivery provides customers was becoming increasingly important, as the desire for fast fulfilment continues to be a key factor in online sales.

“We’ve been listening to our customers, and know they expect more choice, simplicity and reliability when ordering online. The Australia Post Metro service raises the bar for customers – prioritising next day delivery in metropolitan areas enabling us to respond to that demand and deliver parcels to

customers’ doors sooner.

“Already some of the country’s largest retailers in lifestyle, fashion, beauty and FMCG are using the Australia Post Metro service, with more retailers coming online every month. This new service provides a more agile, flexible delivery option as we head into our busiest time of year” Mr. Starr said.

Jo-Ann Hicks, Director of BIG W’s Ecom and Digital business says, “BIG W is excited to offer Australia Post’s next day delivery service to our Perth customers, giving them the opportunity to receive their BIG W shopping quickly by ordering online. Next day delivery joins many convenient ways to shop at BIG W including Pick up and Direct to Boot services.”

In less than a year since the launch of Australia Post Metro across Australia, more than 2.6 million parcels have been delivered and this is expected to continue growing strongly as demand for this product increases, and new retail partners come on board.

Source: [Australia Post](#)



2000th electric van for bpost

13-06-2024

In one year, bpost doubles its fleet of environmentally friendly vehicles.

The number of e-vans in the bpost fleet is increasing all the time. The symbolic milestone of 2000 e-vans has just been reached, just a year after celebrating the arrival of the thousandth electric van. This underlines the company's commitment to deliver mail and parcels CO2-free throughout Belgium by 2030. bpostgroup commits to further reducing emissions to reach net-zero by 2040 and to decarbonize the e-commerce supply chain. bpost aims to be a benchmark in social and environmental sustainability in all markets where it operates.

bpost is proud to run a fleet of 2,000 e-vans in Belgium. With 7,769 vehicles (bikes and electric delivery vans), the bpost's eco-friendly fleet is growing. A year ago, June 2023, bpost celebrated the arrival of its thousandth electric van. This rapid growth clearly shows our unmitigated commitment to the ongoing

green transition of our fleet.

bpost is certainly not done yet: more than 500 e-vans and an electric truck are scheduled to arrive by the end of 2024.

Comment: bpost won the "Zero-Emission Van Trophy" 2023 for the largest customer of electric vans. The first e-van dates back to 2014 and in June 2018 the first vans could be charged at a bpost site (Mons).

Some key figures

- 15 Ecozones and 84 zip codes in which bpost delivers letters and parcels emission-free, thanks to a fleet of
- 10,754 vans, including 2,000 e-vans
- more than 5,000 bikes, mainly in urban areas, of which about 2,500 are electric bikes (500 with eTrailer).

Source: [bpost](#)



bpost breaks a world record on the 150th anniversary of the Universal Postal Union (UPU)

06-06-2024

The stamp, which goes on sale on June 10, contains a world-record 2024 words! The Universal Postal Union (UPU) celebrates its 150th anniversary this year. The Philately & Stamps Printing team at bpost has created a special limited edition commemorative stamp. The text on this stamp is 2024 words long, a world record!

We are hugely proud of marking this historic anniversary with such a feat of typography,” says bpost’s philately manager Xavier Clabots. “Fitting that many words into such a small space while ensuring they are perfectly legible is an incredible challenge that our team has met brilliantly.”

Designed by bpost stamp designer Geert Wille, the stamp depicts a map of the world and a letter being delivered, symbolising both unity and international communication. It bears the statutes of the UPU in microtext* – the rules ensuring the efficient postal flows between its various member states. This feat of miniaturisation and design reflects the UPU’s importance and continued pertinence in the field of international post.

A rigorous record verification process had to

be negotiated. The number of words was carefully counted and verified on March 14 and 15, in the presence of bailiff Marc Vermeulen. The preparations and counting were filmed to ensure full transparency. The GUINNESS WORLD RECORDS™ title will once again be held by bpost from June 10, the day of the official release of the postage stamp issue.

bpost’s previous record was set in connection with International Women’s Day in 2014. That time there were 606 words.

The stamps will go on advance sale at Brabantfil24.be, Trademart Brussels on 7-8 June. They will then be available at the bpost Philaboutique and at eshop.bpost.be from 10 June.

Source: [bpost](#)



Royal Mail launches revamped website as more customers switch to buying postage online

05-06-2024

Royal Mail has launched a new, refreshed version of its website, now available at <http://www.royalmail.com/>, to make it easier for customers to pay for postage online and to track parcels.

A new homepage features a revamped header with improved navigation, to make the website simpler to use and more visually appealing. Key areas of the site have been highlighted to help consumers find what they are looking for more easily.

Before launching its refreshed website for its increasing number of online customers, Royal Mail undertook research and user testing to understand what they needed from the site's homepage. Over 80% of users said they wanted either to buy postage or track an item. As a result, the 'Send' and 'Track' sections are now featured most prominently on the homepage.

Rachel Levy, Royal Mail's Head of Digital Product, said: "With more and more customers using the Royal Mail website to

pay for postage, we wanted to make sure the journey is as smooth as possible for them. This revamped version offers a sleek, user-friendly design that makes navigation a breeze. It provides an exceptional user experience across all devices and easy access to our most popular services."

The Royal Mail website has approximately 3.5 million visits a month. Around 50% of all Royal Mail non-account parcel sales now take place online. Customers who purchase parcel postage online can either arrange to have their item collected via Parcel Collect or take it to one of thousands of drop off points including Post Offices, parcel lockers, convenience stores offering Collect+ or parcel postboxes.

Source: [Royal Mail](#)



1.7% pay increase for Swiss Post employees

04-06-2024

The social partners - Swiss Post, syndicom and transfair - have agreed, after intensive negotiations, on salary measures of 1.7%, which will apply retroactively from 1 April 2024. This means Swiss Post will continue to provide its employees with good, fair employment conditions by comparison with the sector. It will improve the purchasing power of employees on lower incomes in particular. The minimum salary is also being raised to over 4,100 Swiss francs per month. In total, the outcome of the negotiations concerns around 28,300 employees of Swiss Post and PostFinance under the collective employment contract (CEC).

Overall 1.7% of the eligible salary sum is available for general and individual salary measures this year. Swiss Post, the syndicom trade union and the staff association transfair reached agreement on this amount after challenging negotiations. The outcome takes account of the economic situation of Swiss Post and PostFinance, the increase in the cost of living and the average pay trend in the sector.

Using a proven distribution matrix, Swiss Post ensures that employees within the lower levels of the respective salary band benefit in particular. The upper and lower limits of the salary bands under the CEC will be raised by 1.7%. This increases the minimum salary by 893 francs, now taking it to 53,396 francs a year or 4,100 francs a month. The outcome of the negotiations concerns around 25,500 employees under the CEC of Post CH and about 2,800 employees under that of

PostFinance Ltd, and will apply retroactively from 1 April 2024.

The pay negotiations for employees under the CEC of Post Real Estate Management and Services Ltd, PostLogistics Ltd, notime AG and PostBus Ltd are being conducted separately. The outcome will be communicated directly to the units concerned.

Negotiations on the CEC ongoing

In parallel to the pay negotiations, the social partners also held negotiations on a new CEC for Post CH and PostFinance Ltd as well as the agreement on the umbrella CEC. The delegations of the social partners have reached agreement on key elements and will continue their negotiations over the coming weeks. Communication will be provided in due course.

Source: [Swiss Post](#)

Swiss Post plans to acquire majority stake in Diartis Group

06-06-2024

Everyday life in Switzerland is becoming increasingly digital. To support its customers, Swiss Post is expanding its existing competencies and intends to acquire a majority stake in the Diartis Group. Based in Lenzburg, the Diartis Group provides a platform for exchanging sensitive information in the social sector. Swiss Post plans to acquire a 70 percent stake. The acquisition is scheduled for 1 July 2024.

For 175 years, Swiss Post has been making everyday life easier for people in Switzerland with its services. As everyday life becomes increasingly digital, Swiss Post is adapting: it is enabling people, companies and public authorities to handle digital data easily and securely and is further expanding its expertise. As of 1 July, it intends to acquire a 70 percent shareholding in the Diartis Group, comprising Diartis AG and Diartis Solutions AG. Swiss Post has signed a corresponding purchase agreement. The Diartis Group provides a platform for exchanging sensitive information in the social sector. The acquisition will strengthen Swiss Post's role as a trustworthy digital partner. At the same time, it enables digital interactions based on trust. "Swiss Post has ensured mail secrecy for 175 years and enjoys a high level of trust in Switzerland. In addition to applying high security standards for physical mail, we also protect information digitally against unauthorized access", explains Nicole Burth, Head of Communication Services at Swiss Post, adding: "Companies such as the Diartis Group, which are also dedicated to secure digital data management and transfer, complement Swiss Post's range of services perfectly."

Diartis Group adds software solutions to Swiss Post's existing range of services for public authorities

Founded in 1996 and headquartered in

Lenzburg AG, the company employs over 100 people. In addition to recording client data, the Diartis Group's IT applications make it possible to digitize incoming physical mail. This information can be processed in modules for calculating economic social welfare, in the invoice workflow or for forwarding data to the accounting department, for example. This enables secure digital exchange of data or documents between different authorities, organizations or clients, for example. The Diartis Group's services complement the existing services of Swiss Post subsidiaries Dialog Verwaltungs-Data AG and Groupe T2i for public authorities with software solutions. "In Swiss Post, we have found a trustworthy partner that makes it easier for its customers and, in turn, their customers to access the digital world. For our customers and for our employees, we have found a sustainable and reliable succession solution with Swiss Post that offers exciting and promising prospects for both sides", says Beat Hohermuth, Chairman of the Diartis Group Board of Directors.

Diartis AG and Diartis Solutions AG will continue to operate independently. For the staff, the acquisition will not entail any changes. They will continue to be employed by the Diartis Group in future. Both parties have agreed that the purchase price will remain confidential.

Source: [Swiss Post](#)





Ahead of the European elections: 14 EU member states rank among the 20 most globalized countries worldwide

03-06-2024

The Netherlands is the most globalized country in the European Union, closely followed by Ireland and Luxembourg. Altogether, an impressive 14 EU members rank among the 20 most globalized countries worldwide, including Malta, Belgium, Denmark, Sweden, Germany, Cyprus, Hungary, Estonia, Finland, Czechia, and Slovenia (see ranking below).

These results are revealed in the latest DHL Global Connectedness Report, the most comprehensive available analysis of globalization's state and trajectory. The report was developed by a team of researchers at the renowned New York University Stern School of Business. The 2024 edition was released in March of this year. It tracks flows of trade, capital, information, and people around the world and measures the globalization of 181 countries and territories.

The 2024 report shows that global flows have proven surprisingly resilient through multiple waves of shocks, from the Covid-19 pandemic to the war in Ukraine. Out of the 27 EU member countries, 25 have actually increased their global connectedness since 2017, strongly rebutting the notion that we are in a period of deglobalization. The DHL Global Connectedness Report also highlights how international ties can accelerate economic growth, expand the variety of available goods and services, reduce costs, enhance cultural exchange, and improve the spread of ideas and innovation.

EU membership boosts countries' links to the world

The research further demonstrates how countries' international ties tend to grow substantially when they join the EU. Malta, Slovenia, Cyprus, Lithuania, Slovakia, Estonia, and Poland are all among the 20 countries

with the world's largest increases in global connectedness since 2001. These countries completed their EU accession in 2004.

Such developments are supported by the EU's core principles. The "four freedoms" - guaranteeing the free movement of goods, capital, services, and people among EU member states - play a pivotal role in boosting international exchange. In addition, the EU's Copenhagen Criteria encourage information flows by emphasizing press freedom.

Mike Parra, CEO of DHL Express Europe, comments, "The DHL Global Connectedness Report clearly shows the benefits of being part of the EU. The EU's commitment to free trade, open markets, and easy movement of talent fosters an excellent environment for companies and economies to thrive internationally. Also, it opens up opportunities for people to exchange, learn, and grow, fostering a culturally rich society. With a strong presence in all 27 EU countries and a unique global network, DHL is the ideal logistics partner to connect people and businesses in Europe and beyond."

Overall ranking of the EU's most globalized countries: Netherlands at the top

The Netherlands' top position in the ranking of the EU's most globalized countries below is based on a unique combination of factors.

The country enjoys excellent sea, air, and land transport links, is located near other major economies, boasts an attractive domestic market, and has a long tradition of

international openness. In the global ranking, which can be found in the report, the Netherlands is topped only by Singapore.

Source: [DHL Group](#)



PRC Statement on Market Dominant Rate Case

31-05-2024

Today the Postal Regulatory Commission approved the Postal Service's proposal to raise rates for Market Dominant products consistent with applicable law. According to Commission regulations, proposals for rate changes that comply with the applicable legal requirements may take effect. In its decision,

the Commission strongly encouraged the Postal Service Board of Governors to consider exercising their business judgment, consistent with statutory and regulatory requirements, not to increase rates by the full amount permitted by law.

Source: [PRC](#)



Portuguese NRA imposes fine of EUR 400 000 on CTT for breach of universal postal service obligations

31-05-2024

ANACOM has decided to impose a fine of EUR 398 750 on CTT - Correios de Portugal (CTT) for breaching various obligations to which it is subject as a provider of the universal postal service, as set out in Law No 17/2012 of 26 April (Postal Law).

This concerns non-compliance with the appropriate quality standards that should be ensured in the provision of the universal service, in particular the violation of postal network density targets and minimum service offers set by ANACOM's determination of 28.08.2014.

It also concerns the submission to ANACOM of information that was found to be unreliable regarding compliance with the postal network density targets and the minimum service offers for the 2nd, 3rd and 4th quarters of 2016 and the 1st, 2nd and 3rd quarters of 2017.

There were also situations where CTT did not provide up-to-date information at its post offices, on quality of service indicators (QSIs) and prices applicable.

There have also been situations where the company has breached both the obligation to deliver postal items included in the universal postal service to the home and the obligation to protect the personal data and privacy of senders and addressees, by delivering such postal items to unauthorised third parties, making no attempt to hand deliver them to the recipients' homes when they were actually there, opting to leave collection notices and also abandoning various postal

items on the public highway.

Failure to comply with the statutory network density targets and minimum service offers has jeopardised access to the postal service for all citizens, and the provision of incorrect information to the regulator seriously jeopardises the performance of ANACOM's duties.

On the other hand, failure to provide postal operators with up-to-date information on QSIs and applicable prices may have jeopardised access to the universal postal service by preventing users from purchasing services in this area in an informed manner, aware of the cost of the service they wish to receive and of its quality.

The delivery of postal items to unauthorised third parties, as opposed to their delivery to the addressee's home, as well as the abandonment of postal items on public roads, not only jeopardises the security, privacy and integrity of the correspondence itself, but also makes it possible to disclose personal data and the private life of the sender and the addressee to third parties.

On the other hand, sending notices to collect registered items without attempting to deliver them by hand at home unnecessarily forces recipients to make a trip to a post office, wasting time and resources.

The deadline for CTT to appeal ANACOM's decision has not yet passed.

Source: [ANACOM](#)



NRA investigates Royal Mail's delivery performance

11-06-2024

Ofcom has today opened [an investigation](#) into Royal Mail's failure to meet its delivery targets for 2023/24, following the company's publication of its results this afternoon.

Under our rules, Royal Mail is required to meet specific performance targets across the whole financial year, excluding the Christmas period. Among other targets, Royal Mail must:

- deliver 93% of first class mail within one working day of collection; and
- deliver 98.5% of second class mail within three working days of collection.

Royal Mail has today acknowledged that it did not meet the above performance targets in 2023/24, as it:

- delivered 74.5% of first class mail

within one working day; and

- delivered 92.4% of second class mail within three working days.

In deciding whether the company is in breach of its obligations, we will consider if there were any exceptional events – beyond the company's control – that may have explained why it missed its targets.

If it does not provide a satisfactory explanation and we determine that Royal Mail has failed to comply with its obligations, we will consider whether to impose a financial penalty.

Last year, Ofcom [fined the company £5.6m](#) for failing to meet its first and second class delivery targets in 2022/23.

Source: [Ofcom](#)



DHL Supply Chain expands pharma logistics operations in France

03-06-2024

Leveraging its expert resources, investments, and international network in the life sciences and healthcare sector, DHL Supply Chain aims to enhance the efficiency, resiliency and high-quality standards of Sanofi's logistics network.

DHL Supply Chain has expanded its specialized logistics services for the life sciences and healthcare sector in France through a long-term strategic partnership with Sanofi, a leading global healthcare company. DHL Supply Chain will provide warehousing, inventory management, picking and packing, and order fulfillment across three key sites in France: Amilly Distribution, Croissy-Beaubourg, and Saint-Loubès.

"This partnership strategically expands our existing, multi-country collaboration with Sanofi. By leveraging our combined global reach and scale and expertise in Healthcare in EMEA, we unlock significant synergies to optimize customer supply chains and create greater resilience," stated Hendrik Venter, Regional CEO for DHL Supply Chain EMEA. "By actively scaling our Life Sciences & Healthcare division, we will solidify our position as the leading provider of end-to-end solutions across the entire value chain. This not only increases value for our customers by supporting them in meeting changing patient needs, but ultimately improves patient outcomes."

Ruth Beadle, Head of Global Supply Chain for Sanofi states: "We are delighted to partner with DHL to continue delivering the highest quality products in a sustainable way from France. We strongly believe that the Amilly, Croissy Beaubourg and Saint-Loubès distribution centers with its employees will continue to exercise same strive for

excellence with DHL, through a new journey that will bring the most value to our customers and patients in France and all around the world".

Leveraging its expert resources, investments, and international network in the life sciences and healthcare sector, DHL Supply Chain aims to enhance the efficiency, resiliency and high-quality standards of Sanofi's logistics network. This partnership is further reinforced by DHL's experience across various segments, including pharmaceuticals, biopharmaceuticals, consumer health, vaccines, medical devices, clinical trials, hospitals, and healthcare establishments.

"Our dedicated team is highly trained and experienced in handling the specific requirements of life science products. We have the infrastructure, technology and know-how to ensure quality assurance and rigorous compliance with French regulation" added Nico Schütz, CEO DHL Supply Chain France. "This strategic agreement serves as a lever to further develop our Life Sciences and Healthcare division in France and the wider EMEA region."

Beyond the immediate impact on the French market, the partnership with Sanofi holds strategic importance for DHL, aligning with its vision for growth in the EMEA region and leveraging its global footprint in the life sciences and healthcare sector.

Source: [DHL](#)



Aditro Logistics buys Cargo Support Holding C.S.H. AB, Swedish specialist in packaging solutions

03-06-2024

Aditro Logistics, one of the biggest fulfillment and logistics companies in Sweden and part of Posti Group, has completed the acquisition of Cargo Support Holding C.S.H. AB in Sweden.

The acquisition supports Posti's strategic targets and strengthens the growth opportunities of Aditro Logistics in Sweden, especially within the industrial segment. The parties have agreed not to disclose the transaction price.

"We want to offer our customers an extensive range of services. In fulfillment, the added value of functional and high-quality packaging is high. Cargo Support AB's expertise in packaging design and production, in addition of its skilled personnel, will give Aditro Logistics a great opportunity to grow further. Our target is to offer all logistics services as a one-stop-service partner. Now our customers can get efficient, tailor-made, and high-quality

packaging solutions as an integrated part of our logistics offering", says Per Zandrén, CEO of Aditro Logistics and responsible for Posti's operations in Sweden.

"It's great to continue our story as part of Aditro Logistics. We will have access to resources that allow us to grow further. By combining our forces, we can make even better solutions for our customers whether it be specific packaging projects or full in-house solutions. Our DNA is flexibility and high customer adaptation, and this I recognize also in Aditro Logistics. I see this as a perfect match", says Karl Lundberg, CEO of Cargo Support AB.

Source: [Posti](#)



AI robots and automation to take us to the next level

04-06-2024

Would you like to have a robot as a colleague, doing the most boring and monotonous tasks without complaining? This could soon be reality. Because our first AI robot pilot project has just been completed at the terminal in Rosersberg, and the results are very promising.

We are always keen to develop and test new technologies and innovations that can improve our business operations. We do this to be efficient, competitive, and able to meet the needs of our ever-changing industry.

AI is something we've tested in various forms over the years, but working with an actual AI robot is something that had not previously been done. For the past six months, the Rosersberg mail terminal has been running our first ever AI robot pilot project, in which an industrial robotic arm sorted bulk mail and varubrev mail. The pilot project was designed by our Nordic Technology Committee, NTC, and project managed by Carolin Schaffert, Technology Lead for automation at Network and Technology Strategy, PostNord Group.

“The AI robot pilot project is an important step in our efforts to meet the automation needs of today and to be well prepared for the needs of tomorrow,” says Carolin.

Magnus Lundin, Head of Machinery and Maintenance, PostNord Sweden, who is also a member of the NTC, commissioned the pilot.

“We have been working with low-level automation for a number of years, but robotics technology is now ready to take this to the next level. I think automation and AI are key for enabling us to be profitable and an attractive option in the market in the long term,” says Magnus.

Improving our work environment

So how does the AI robot work? Using sophisticated camera technology, the AI robot identifies and sorts small parcels after a cage turner. The camera takes a picture of the bulk flow, the AI network then identifies which parcel the robotic arm should pick first, and the arm then places this parcel in the right place on a conveyor belt. The AI robot also checks that the parcel is “machine friendly” or whether it should proceed to manual handling.

“The AI robot is extremely efficient, roughly twice as efficient as a human, and if you manage the system smartly the robot can work 24/7, with a very low margin of error. This contributes to increased productivity while reducing production costs in a long-term perspective,” says Magnus.

But it is not only efficiency and quality that were in focus during the pilot project. The work environment and creating a sustainable workplace were also important elements, as the robot is intended to be used as an aid.

“Automation of repetitive tasks is an important issue for us. Monotonous tasks and poor ergonomics can cause repetitive strain injuries. With smart technology solutions such as this, these kinds of problems can be avoided,” says Carolin.

Hampus Schander, Sorting Blueprint workstream lead, explains further: “Robotic singulation makes it possible to feed parcels into an existing sorting facility in a



cost-effective way and in a limited space. This reduces costs, which is one of the main aims of our Cost Leadership program. The fact that the robot reduces the amount of manual lifting also helps improve our work environment,” he comments.

The outcome of the AI robot pilot project is described by both Magnus and Carolin as a success, with cooperation between different business areas and between countries being a major factor in this success.

“The cooperation between PostNord Group, NTC, PostNord Sweden and the terminal in Rosersberg has been excellent. We managed to implement the technology quickly, and I don't think we have ever done such a

complex project in such a short space of time. It was a successful project from start to finish,” says Magnus.

“The final parts of the pilot project are now being evaluated and the team is analyzing how to increase the number of robots in mail terminals in a next step. In addition, they are also looking at the possibilities of using a similar AI robot for the parcel network, which is of interest for all countries,” says Carolin.

“We have lots of exciting AI projects underway. There is huge potential for us in the future with regard to AI and automation,” she concludes.

Source: [PostNord](#)



DHL eCommerce invests in new US and UK distribution centres

07-06-2024

DHL eCommerce has announced the opening of new distribution centres in the US and the UK, with a new hub in Dallas Fort-Worth doubling parcel capacity in the region and the recently opened facility in Camberley becoming the first operationally carbon-neutral site in the company's UK network.

The new US\$57.5 million Dallas hub will process B2C e-commerce domestic inbound and outbound parcels and packages. The 220,000 sq ft centre is strategically located six miles from Dallas Fort-Worth International Airport.

Doubling parcel handling capacity

The centre replaces the firm's previous location in Grand Prairie, Texas. With a state-of-the-art single-level next-generation loop sorter, the facility can process 24,000 parcels per hour fed through eight induction lines (four inbound/four outbound) - double the amount processed in Grand Prairie. The loop sorter has a 97% to over 99% accuracy rate.

The distribution centre also contains 46

loading dock doors, two drive-in ramps, offices and other rooms.

Sustainability features

Several customized green features help the new building in Dallas remain cool, with a Building Management System to manage environmental controls, exhaust fans and louvers for fresh air flow, an insulated roof deck, solar shades on the exterior windows, and LED lighting inside and outside.

Additionally, more than 30 native trees were planted across the property to provide shade and one EV charger has been installed that can charge two vehicles at once.

Source: [CEP-Research](#)



Circularity improves customer loyalty, drives profitable sales growth

07-06-2024

The circular economy, from reselling pre-owned products to new ownership formats, is not only sustainable but can help retailers to improve customer loyalty and generate profitable sales growth, according to experts at DELIVER Europe 2024 in Amsterdam this week.

Those were the key messages from the three female panellists in a discussion entitled “The Future Is Circular” and covering a diverse range of topics, from business models and strategies to practical steps for retailers.

Different ‘circular offers’

Laurence Fontinoy, Head of Circularity at French retailer Decathlon, stressed how circularity at the company had full management and employee support. Staff dedicated to pre-owned goods were in place throughout the business and these products had been integrated into the sales business model, she said.

Decathlon had developed four different kinds of “second life” offers in a number of different markets, Fontinoy explained. These included repurchasing goods from customers and reselling them; renting out seasonal products such as winter sports equipment; product subscriptions; and in-store repairs to enable reselling of reconditioned products.

One example of a product subscription was refurbished children’s bicycles, enabling families to obtain the right size of bicycles as their children grew up and without having to buy a new bicycle every few years.

Source: [CEP-Research](#)



Nearly 40% of UK retailers fail to meet delivery times, report reveals

06-06-2024

Nearly 40% of retailers in the UK fail to meet their advertised delivery times, indicating a significant gap between customer expectations and actual service delivery, according to a new report by post-purchase software provider parcelLab and fulfilment specialist Salesupply.

The report also found that 50% of retailers fail to provide crucial information about delivery times on their product detail pages and that retailers are often slow to respond to customer queries, affecting consumer purchasing decisions and satisfaction.

The study, The UK's Top 100 Retailers' Post-Purchase Secrets Report 2024, reveals critical areas where retailers need to improve to enhance customer satisfaction and retention, with a particular emphasis on customer communications and delivery processes.

“A stark reminder”

“The findings of this report highlight significant areas where UK retailers must focus their efforts,” said Tobi Buxhoidt, CEO at parcelLab. “Reliable delivery is a critical factor in customer satisfaction and retention and the report reveals a significant number of retailers are not achieving this.

“This is a stark reminder that timely and reliable delivery is not just a logistical

necessity – it is the foundation of customer satisfaction and retention,” Buxhoidt added.

Tracking and delivery fees

The report also revealed that more than half (55%) of retailers link their tracking directly to the carrier, which improves transparency and trust with customers. However, this means that 45% are missing an opportunity to enhance customer experience through better tracking visibility.

Furthermore, 40% of retailers don't communicate during returns, leading to dissatisfaction.

In terms of delivery fees, the report found that nearly 20% of retailers always charge for delivery, which could affect their competitiveness and customer perception of value. Over 80% of retailers provide express delivery, averaging £6.93, with industries like health, cosmetics and jewellery imposing the lowest surcharges.

Source: [CEP-Research](#)



Modernisation and financial stabilisation of universal services foreseen in Switzerland

14-06-2024

Swiss Post is in the midst of a digital transformation. The volume of letters has decreased by a third in the last ten years. At the same time, the number of cash payments at the counter has even collapsed by almost two-thirds. This trend is expected to continue. By 2030, Swiss Post expects a further drop in letter volumes of around 30% and cash payments of 80%.

In this context, the Federal Council has taken note of the report on the future organisation of the universal service in the field of postal services and payment transactions. At its meeting on 14 June 2024, it decided to launch a revision of the Postal Ordinance. The Federal Department of the Environment, Transport, Energy and Communications (DETEC) is to draw up a consultation project and submit it to the Federal Council at the end of February 2025.

The main lines of the project are as follows:

- **More flexibility in delivery**

In future, Swiss Post will be required to deliver at least 90% of letters and parcels on time, compared to 97% and 95% respectively at present. In principle, it will have to deliver the consignments in inhabited areas year-round. The obligation, which came into force in 2021, to distribute to all houses inhabited year-round will be abolished.

The current requirements lead to high costs for the universal service. They force Swiss Post to invest in an

oversized infrastructure, which is only exceptionally overloaded. For postmen, distribution to isolated houses is often accompanied by long journeys. Swiss Post is gaining greater flexibility thanks to the regulatory easing decided by the Federal Council.

- **Increased focus on digital offerings**

The needs of the population and businesses have changed with digitalisation. This development is not sufficiently taken into account in the current postal legislation, which the Federal Council wants to change. In future, the universal service will have to include a digital letter, the use of this offer being voluntary.

In the area of payment transactions, digitisation is very advanced in Switzerland. However, cash still fulfils important functions and contributes to the robustness of society and the economy. The universal service will therefore have to continue to include analogue cash payment transactions. The payment transaction account should now also include an online payment method (e.g. debit card or payment app) as well as internet payment transactions.

Interim Guaranteed Financing

According to the Postal Services Act, Swiss Post is obliged to provide the universal service on a self-financed basis. It does not receive any financial assistance from the



public sector.

The reductions decided by the Federal Council are expected to relieve Swiss Post by around CHF 45 million per year from 2026. The financing of the universal service is thus provisionally guaranteed. The Federal Council recognises that in the medium and long term, a complete modernisation of the universal

service is necessary. However, it has decided not to set other measures at this time. In 2025, DETEC will submit to the Federal Council the outline of a revision of the Postal Services Act with a view to the expansion of the universal service from 2030 onwards.

Source: [Federal Council](#)



New Postal Law to extend delivery times in Germany

13-06-2024

The Bundestag reformed postal law on Thursday, 13 June 2024. A draft law submitted by the Federal Government "to modernise postal law" (Postal Law Modernisation Act, 20/10283) was amended by the Economic Committee (20/11817) and adopted with a majority of SPD, Alliance 90/The Greens and FDP against the votes of the CDU/CSU and AfD, with the groups Die Linke and BSW abstaining. The vote was based on a report by the Budget Committee pursuant to paragraph 96 of the Rules of Procedure of the Bundestag on the financial viability (20/11818). However, two motions for a resolution on the bill submitted by the AfD parliamentary group were rejected (20/11820) and the group Die Linke (20/11821).

A motion by the Union faction entitled "Germany's postal markets of the future – reliable, affordable, digital" (20/9733). The decision was based on a recommendation from the Economic Committee (20/11817).

Greens: Put a stop to exploitation

Andreas Audretsch (Alliance 90/The Greens) said that the postal law was "significantly outdated". Modernisation was therefore of great importance because it would guarantee that basic letter and parcel delivery would continue to be provided across the board at prices below the EU average. But modernisation was also about strengthening competition, particularly in the parcel market, according to the Green MP. This sector had grown steadily in recent years and now "unregulated and devastating conditions" prevail there, Audretsch said in the plenary session. "We will put an end to the system of exploitation, illegal work and crime that

partially prevails," he announced.

Anyone who wants to deliver packages in the future will have to register with the Federal Network Agency and pass an examination to determine whether the company meets requirements such as occupational health and safety and minimum wage. "We will put a stop to anyone who thinks they can do business with exploitation in this market," the MP concluded his speech.

Union criticizes "bureaucracy creation law"

Hansjörg Durz (CDU/CSU) saw the new law as containing "many new regulations" that had been added during the long consultation period. "It is a law with a lot of control and bureaucracy," said Durz during the debate. His group largely agreed with the goals of modernizing the law: "Because we will need comprehensive coverage at affordable prices in the future too." But this also requires more competition, and this is being hindered rather than promoted by the increased regulation.

"The Postal Act is a law that builds up bureaucracy," said the Christian Democrat. Bureaucracy has become the number one disadvantage for Germany as a business location. Therefore, his party cannot be responsible for such an increase in bureaucracy, said Durz.

SPD refers to health and climate protection

Sebastian Roloff (SPD) agreed with the previous speakers that it was undeniable that there was a need for action on the postal law. Particularly in the parcel market, it was "good and right that we can now regulate this," said Roloff. The health protection of employees was also important to him and his group, which is why in future there will be a labeling



requirement for parcels weighing ten kilograms or more and a mandatory two-person delivery for parcels weighing 20 kilograms or more if no "suitable technical aid is available," said Roloff.

Thanks to the new law, something will also be done for climate protection, for example by eliminating night flights for deliveries and introducing a voluntary label introducing

AfD: Less service, higher costs

Bernd Schattner (AfD) saw the extended delivery time for letters from three to five days as a "significant deterioration that will have far-reaching effects". Deutsche Post not only wants to extend delivery times, but also increase postage: "Less service and higher costs, we've only seen that from this government," said the AfD MP.

The government had ignored the social component when drafting the law: the extension of the delivery time would make it even more difficult for older people to participate, as they often cannot access digital communication as an alternative. And with the cancellation of night flights, CO2 levels on the roads are now rising : "You can't do it, not even with the postal law," Schattner concluded his speech to the government factions.

FDP calls reform a "milestone"

Reinhard Houben (FDP) spoke of a "milestone" in the modernization of the postal law. In the future, no one will be denied access to postal services. Contrary to what the opposition claims, there will be no additional bureaucracy. The increase in annual compliance costs of 364,000 euros due to the law is also not a major expense in a billion-dollar market with hundreds of thousands of employees.

Although the process of drafting the law took

almost two years, said Houben, the differences of opinion among the coalition partners never escalated into arguments and a compromise was found. "This shows that the traffic light coalition can work together and quietly pursue sensible policies," said the liberal during the debate.

Fighting crime in parcel delivery

Dr. Franziska Brantner, Parliamentary State Secretary in the Federal Ministry for Economic Affairs and Climate Protection (Alliance 90/The Greens) said that the law would bring postal law into the 21st century. "We will continue to ensure basic security, in town and country, from the north to the south, for letters and packages," said Brantner.

At the same time, working conditions for hundreds of thousands of employees are being improved. "Customs have confirmed to us that there is organized crime in the area of parcel delivery," reported the Green Party member. They do not want to accept this any longer and are therefore now taking a closer look at compliance with working conditions in the parcel service.

Draft law of the Federal Government

The Postal Law Modernization Act contains a "fundamental amendment to postal law," the federal government writes about the draft. In addition, fair competition is to be strengthened, appropriate working conditions promoted and incentives for an ecologically sustainable postal sector are to be created, the draft continues.

For consumers, the reform means that they will have to wait longer for their mail in the future. Among other things, the law provides for changed delivery times, meaning that letters no longer have to be delivered six days a week so that the universal service provided for in the Basic Law is still guaranteed. In addition, the upper limit for packages

delivered by one person alone will in future be 20 kilograms instead of 31.5 kilograms.

Changes in the committee

In an amendment, the coalition factions made some additions to the draft law. For example, the SPD, Alliance 90/The Greens and FDP factions want to strengthen the control of subcontractors under paragraph 9 "Responsibility of clients, authorization to issue regulations". Paragraph 2 adds that "the obligation under paragraph 1 also applies to a commissioned provider if he in turn commissions another provider to fulfil the contract.

At the time of the inspection of a commissioned provider pursuant to paragraph 1, obligated parties pursuant to paragraph 1 must obtain proof of the inspection pursuant to sentence 1 for all providers directly or indirectly commissioned by that provider who are used to fulfil the contract.

Union proposal

In its motion, the Union calls on the federal government to present a new postal law that "does its part to reduce bureaucracy in Germany and, through regular market analysis procedures, aligns the regulation of

the postal service with actual needs." In addition, the parcel sector should be released from the separately regulated universal service into the free market, write the MPs. At the same time, however, working conditions in the sector must be improved.

The letter market should be left under sector-specific regulation; the focus of the universal service should in future be on the most reliable delivery of letters rather than on the fastest possible delivery. In this context, the Union faction is demanding that letter delivery be ensured, particularly in rural areas, for example by not reducing the number of mailboxes and post offices: "In the future, at least 12,000 post offices should be available in Germany, and at least one in communities with 2,000 or more inhabitants."

Fee regulation should enable cost-covering, stable postage and the Federal Network Agency should be able to respond to violations of the universal service requirements with effective sanction mechanisms, write the MPs.

Source: [Deutscher Bundestag](#)



bpost has entered into an agreement with publishers on the delivery of newspapers in Wallonia from 1 July 2024.

19-06-2024

Agreement has been reached with newspaper publishers for the distribution of French-speaking newspapers in Wallonia from 1 July 2024, when the press concession is set to end. The agreement means that bpost is able to safeguard the jobs of its employees on fixed contracts. Under the terms of the agreement, bpost will continue to distribute all newspapers throughout Wallonia until the end of 2025. From 2026 onwards, publishers may eventually and gradually transfer the distribution of their newspapers to a third party.

An alternative distribution will be tested during the third quarter of 2025 at the request of the publishers. This will concern four distribution offices. A meeting has already been scheduled with the publishers for mid-2025 to see if the potential transfer of newspaper distribution from 2026 is confirmed or if the newspaper distribution will be entrusted to bpost for a longer period.

The end of the press concession in Flanders: a multi-phase transition

For Flanders, the agreement reached on 26 April 2024 provides for the gradual transition of newspaper volumes to bpostgroup subsidiary AMP, which keeps around 75% of volumes currently delivered by bpost within

the bpostgroup. The transition begins after the 2024 summer holidays (September/October) at ten pilot offices, with the remaining volumes to be transferred in 2025 and 2026.

Regarding the distribution of the periodicals, bpost is still in the process of contracting with its clients.

Financial impact

This necessary insight into newspaper distribution in Wallonia and Flanders enables bpost to quantify the corresponding financial impacts and publish its financial guidance for 2024 in the near future.

Source: [bpost](#)



UPS Announces Sale of Coyote Logistics to RXO, Inc.

23-06-2024

UPS (NYSE: UPS) announced today it has entered into an agreement to sell its Coyote Logistics business unit to RXO, Inc., for \$1.025 billion.

“As UPS positions itself to become the premium small package provider and logistics partner in the world, the decision to sell our Coyote Logistics business allows an even greater focus on our core business,” said UPS Chief Executive Officer Carol B. Tomé.

Based in Chicago, Coyote Logistics is a leading global third-party logistics (3PL) provider, working with 100,000 network carriers and managing 10,000 loads per day.

The transaction is expected to close by the end of the year, subject to regulatory review and approval. Upon completion of the transaction, the company will update its financial outlook.

J.P. Morgan Securities LLC is serving as the exclusive financial advisor to UPS, and King & Spalding is serving as the legal advisor to UPS.

Source: [UPS](#)



New Member Appointed to Citizens' Stamp Advisory Committee

24-06-2024

The U.S. Postal Service today announced the appointment of Alicia Cheng, a graphic designer and educator, to the Citizens' Stamp Advisory Committee (CSAC). Members are appointed to the committee by the postmaster general to provide expertise in business, history, science, technology, art, education, sports and other areas of public interest. Working together, they make recommendations for future stamp subjects.

Cheng is currently head of design at the Metropolitan Museum of Art in New York, where she leads the team responsible for designing exhibitions, permanent galleries and communications materials.

Before that, Cheng was a co-design director at the Cooper Hewitt, Smithsonian Design Museum and later went on to become a founding partner of MGMT. design, a collaborative female-owned graphic design studio focusing on exhibition design, museum publications, print, branding and data visualization.

She currently serves as an external critic for the Master of Fine Arts (MFA) program at the Rhode Island School of Design, and has taught at Yale University, Maryland Institute College of Art, Barnard College and the Cooper Union School of Art.

A keen student of the early development of communication and distribution systems,

Cheng has contributed articles on Victorian photography and public service announcements to The Atlantic magazine and an article on the history of the printed ballot for The New Yorker. In 2020, she published the book "This Is What Democracy Looked Like: A Visual History of the Printed Ballot," with an accompanying exhibition at the Cooper Union.

She is a member of the Board of Visitors for the Temple University Rome Program and was a past board member of AIGA/NY and the Fine Arts Federation, a design advocacy consortium in New York City.

Cheng attended Barnard College in New York City and received an MFA in graphic design from Yale University with a focus on information design and dance notation systems. She was born in Ann Arbor, MI, and resides in Brooklyn NY with her husband and daughter.

Source: [USPS](#)



DHL Global Forwarding announces leadership changes in Europe

17-06-2024

Effective July 1, Markus Panhauser will be appointed as the new CEO of DHL Global Forwarding Germany and Switzerland. He will assume dual responsibility for both country organizations in his new role. Panhauser succeeds Tobias Schmidt, who has successfully led both country organizations alongside his role as CEO of DHL Global Forwarding Europe since November 2021. Barbara Eleota will assume the role of Head of Ocean Freight DHL Global Forwarding Europe, succeeding Markus Panhauser.

"We are convinced that Markus Panhauser, with his expertise in the freight forwarding business, will contribute to further expanding DHL Global Forwarding's market share in the two important markets of Germany and Switzerland and strengthen the organization in both countries for the future," says Tim Scharwath, CEO DHL Global Forwarding, Freight. "Tobias Schmidt has done an outstanding job but will now fully focus on his role as CEO of DHL Global Forwarding Europe. With his experience and dedication, he has contributed significantly to the success of DHL Global Forwarding in Germany and Switzerland, and hands over highly successful organizations to his successor."

Proven ability to develop and implement successful processes, structures, and products

Markus Panhauser joined the Group in 2020 as Head of Ocean Freight DHL Global Forwarding Europe after gaining extensive experience in the forwarding business at different global logistics companies. Over the past three years, he has successfully elevated the European Ocean Freight business to an exceptional level of performance, leading to a substantial increase in profitability.

"The national markets of Germany and Switzerland are crucial pillars within our

European and global network. With our exceptional forwarder culture, we have a solid foundation to sustain successful growth in the Germany and Switzerland. I firmly believe that Markus, with his profound expertise, unwavering commitment, and passion for delivering high service quality, will elevate the two country organizations to new heights," states Tobias Schmidt, CEO of DHL Global Forwarding Europe.

A diverse perspective, great expertise, and proven leadership skills as successor

Taking over from Panhauser, Barbara Eleota will assume the position of Head of Ocean Freight DHL Global Forwarding Europe effective August 1, 2024. Joining DHL Group from DB Schenker, Eleota brings over 25 years of experience in the logistics sector. Throughout her career, she has excelled in Trade Management, particularly focusing on North America, and as Country Ocean Freight Manager in Italy. Eleota will be based in Hamburg and will report directly to Tobias Schmidt, with a dotted line to Casper Ellerbaek, Global Head of Ocean Freight at DHL Global Forwarding.

"With her proven leadership skills and diverse perspective, Barbara Eleota will strengthen our company's ability to foster sustainable business growth and develop future-proof

strategies for our continued success. We are delighted to have such an experienced and renowned logistics expert joining our team",

says Tobias Schmidt, CEO DHL Global Forwarding Europe.

Source: [DHL Group](#)



Royal Mail saves estimated 2,000 tones of waste by designing reusable trolley sleeves

20-06-2024

Royal Mail saved 2,000 tonnes of waste last year by replacing single use cardboard trolley sleeves with more durable, reusable versions which last up to four years. The new sleeves, which were fully designed and manufactured in-house, cut waste by 10 per cent last year and helped Royal Mail achieve its target of reducing waste by 25 per cent compared to the 2020/21 base year.

Royal Mail's in-house engineering team was tasked with designing a replacement for the traditional single-use fabric and cardboard trolley inserts used in mail centres and delivery offices, which would be reusable, increase capacity and more compatible with automated machinery.

As well as improving efficiency by increasing capacity of each trolley, the new sleeves – known as 'Yorks' internally – will be used up to 3,000 times over an expected lifespan of four years and are made from fully recyclable corrugated plastic, including 30 per cent recycled material.

Waste management is a key part of Royal Mail's Steps to Zero strategy, which set a goal of achieving Net-Zero by 2040 with a 50% reduction in Scope 1 and 2 emissions by 2030.

After introducing the new sleeves and other operational changes, Royal Mail met its 2030 target of achieving a 25% reduction in waste volumes seven years early. The company reduced its waste by 27% against its base year of 2020/21. It recycled, reused or diverted 98% of its remaining waste.

Royal Mail has also introduced a reuse programme for pallets and adjusted its mail bag practices by substituting single-use plastic cable ties for reusable 'hook and loop'

straps. The company is now looking to maintain and improve its performance by exploring innovative approaches to enhance its recycling. It will focus on efficiencies in its operational products, used to collect, convey and distribute mail.

Zebrina Hanly, Royal Mail's Head of Environment, said: "We have not only met our waste reduction target, but have done so seven years ahead of schedule. This wouldn't have been possible without the innovation from our engineering team as well as the hard work of our posties and wider operational staff. Our mission isn't over, however, and we're continuing to work hard to maintain our position as the UK's greenest delivery option."

Royal Mail is the UK's greenest delivery option* for letters and parcels.

The company's 'Steps to Zero' environment strategy set a goal of achieving Net-Zero by 2040, with a 50% reduction in Scope 1 and 2 emissions by 2030. The company already has the lowest emissions per parcel of any UK courier, at 200g, and aims to maintain this position in the long term.

*Based on average gCO2e emissions per parcel delivered by UK parcel operators, as published by Citizens Advice 2023 Parcels League Table.

Source: [Royal Mail](#)



Australia Post boosts its digital transformation with Microsoft agreement

19-06-2024

Australia Post and Microsoft have today announced a three-year partnership renewal, as Australia Post builds on recent investments in cyber security and workforce connectivity.

Investing in key strategic technology platforms is crucial in ensuring Australia Post can deliver on its Post26 strategy as the business continues to simplify and modernise its operations.

Last year, Australia Post consolidated several software platforms into one under the Microsoft umbrella, minimising security risk by containing data within a single technology ecosystem.

The contract renewal is enabling Australia Post to progress with the build out of new cloud capability via Microsoft's Azure hosting platform. Initially this will provide additional secure remote access functionality for team members working from home, along with key tech service providers.

Michael McNamara, Executive General Manager, Enterprise Services said like all essential customer services, Australia Post is always looking to strengthen its defences against the evolving landscape of AI-driven technologies and security threats.

"Australia Post is serious about making our services secure, and – in this age of AI – strengthening our entire technology ecosystem from emails right through to careful management of customer data.

"We are an essential service with thousands of Posties delivering across the country, Australia's largest retail network with more Post Offices nationally than the major

supermarkets combined, and a growing network of parcel facilities powering eCommerce. The need for them to be connected – and for secure information flow – is absolutely a priority.

"We are focused on partnering with leading technology companies worldwide that can bring the best engineering capability and talent, and this renewal underscores our commitment to innovation and security," Mr McNamara said.

Mr McNamara added that Australia Post was exploring the safe and secure use of AI to boost efficiency for business tasks through participation in the Early Access program for Copilot for Microsoft 365.

Jo Dooley, General Manager of Enterprise Commercial at Microsoft Australia and New Zealand said, "Microsoft is proud to continue our partnership with Australia Post, an institution at the heart of Australian community life.

Together, we're not only bolstering defences against the latest security threats, but also empowering Australia Post to fulfill its mission of connecting people across Australia more securely and efficiently. This collaboration is pivotal in transforming how it manages and protects customer data in the age of AI, ensuring every interaction is safe and trusted."

Australia Post earlier this year announced a



new multi-year deal with Salesforce as part of its broader modernisation agenda. Digitisation, automation and simplification of products and services are key to Australia

Post's strategic priority to deliver a market leading digital experience for customers.

Source: [Australia Post](#)



Australia Post opens the doors to its newest Community Hub @ Post

20-06-2024

Burnie, Tasmania is now home to Australia Post's second Community Hub @ Post retail concept. After extensive renovation, the Burnie Community Hub @ Post, located at 87-91 Wilson Street, Burnie, has been transformed into a refreshed and contemporary retail space. The new format features an open counter layout as well as a dedicated area for local small businesses to showcase and sell their products. The space also features a fresh, open layout to make it easier for customers to find what they need quickly and efficiently.

In addition to a refreshed look, the Burnie Community Hub @ Post will continue to offer customers the full range of existing services, including free 24/7 Parcel Lockers for out-of-hours deliveries and greater convenience, banking services through Bank@Post, and all parcel and letter mailing services.

Australia Post Executive General Manager, Retail, Brand and Marketing, Josh Bannister said Australia Post continues to demonstrate its dedication to regional Australia with the opening of its second Community Hub @ Post.

"Our newest Community Hub @ Post in Burnie is focused on bringing together essential services for our customers, while supporting the continued growth in eCommerce and our parcel business. The team want to create a welcoming space that meets the diverse needs of the Burnie community and this

refreshed format provides that, while continuing to offer all the essential services customers expect from their local Post Office.

"We're working hard to modernise our Post Office network and Burnie is the perfect location for the launch of our second Community Hub @ Post. This initiative underscores our commitment to regional Australia, ensuring that communities like Burnie have access to the same level of service and innovation as metropolitan areas," Mr Bannister said.

Burnie Post Office is the second Community Hub @ Post to open and the first in Tasmania. In the coming months, Australia Post will also open Community Hub locations in Williamstown (VIC) and Noosa Heads (QLD).

The first Community Hub @ Post was opened in Orange (NSW) last October.

Source: [Australia Post](#)



Modern USO: Swiss Post welcomes the Federal Council's first step

26-06-2024

Swiss Post welcomes the modifications to the universal service obligation proposed today by the Federal Council. They are an important first step towards a forward-looking mandate for Swiss Post. Furthermore, Swiss Post still needs a fundamental political discussion about a modern universal service obligation from 2030. The universal postal service should be designed to meet customers' changing needs.

The universal service obligation deSwiss Post welcomes the modifications to the universal service obligation proposed today by the Federal Council. They are an important first step towards a forward-looking mandate for Swiss Post. Furthermore, Swiss Post still needs a fundamental political discussion about a modern universal service obligation from 2030. The universal postal service should be designed to meet customers' changing needs.

The universal service obligation defines the minimum range of public services to which Swiss Post is legally obliged. This forms the basis for Swiss Post's services. Swiss Post is taking a close look at the question of which public service we will need in Switzerland in ten or twenty years' time. Swiss Post can only be successful long-term if it develops sustainably and has a modern universal service obligation as a basis for that. It should be able to expand wherever societal and economic needs are growing. And should be able to adapt wherever demand decreases or changes. This will enable Swiss Post to respond to customers' wishes and the ongoing process of digitization in the best

possible way long-term. And continue to be self-financed in doing so, in other words, without taxpayers' money.

Further development of universal service obligation necessary

With the ongoing "Swiss Post of tomorrow" strategy, the course is being set for a demand-led service of tomorrow. "Swiss Post, however, also needs to promptly set the course for the Swiss Post beyond tomorrow. To achieve this, the universal service obligation needs to be changed," explains CEO Roberto Cirillo, adding: "In order to continue meeting our customers' needs, a future-oriented and sustainable postal service is key." Chairman of the Board of Directors Christian Levrat adds: "Switzerland needs a strong public service beyond 2030. We have to start developing this now, while also incorporating digitization." Like the Federal Council, Swiss Post considers it important to adapt the Postal Services Act after 2030.

Bridge between the analogue and digital worlds

Swiss Post welcomes the Federal Council's proposed amendments to the ordinance with a horizon of 2026. They are an important first step. Swiss Post welcomes the inclusion of the digital letter service in the universal service as a pioneering and central signal. For Swiss Post, a digital private letter box is also part of the universal service obligation. In future, customers will be able to choose whether they want to send and receive their mail digitally (via mobile phone or PC) or physically. "A modern universal service creates a bridge between the analogue and digital worlds," adds Christian Levrat. In Swiss



Post's view, this means that access to postal services should be guaranteed, but not too rigidly imposed. Customers should be able to freely decide whether they want to use their smartphone or private letterbox, their local branch or the My Post 24 terminal. Even though things will become more digital in future, goods will continue to be transported physically and the need for fast delivery will persist. Roberto Cirillo emphasizes: "We want to continue acting entrepreneurially – and remain a world-leading postal service – for the benefit of the public service for the whole of Switzerland."

Swiss Post wants to support the population Swiss Post is further underlining its role as an important driver in digital transformation. Services such as e-voting and the electronic patient record are current examples of this. Swiss Post is confident that its products play an important role in providing the population with digital support – enabling the whole of Switzerland to benefit from digitization to the same degree. It defines the minimum range of public services to which Swiss Post is legally obliged. This forms the basis for Swiss Post's services. Swiss Post is taking a close look at the question of which public service we will need in Switzerland in ten or twenty years' time. Swiss Post can only be successful long-term if it develops sustainably and has a modern universal service obligation as a basis for that. It should be able to expand wherever societal and economic needs are growing. And should be able to adapt wherever demand decreases or changes. This will enable Swiss Post to respond to customers' wishes and the ongoing process of digitization in the best possible way long-term. And continue to be self-financed in doing so, in other words, without taxpayers' money.

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Source: [Swiss Post](#)



Bracing for the social media shopping phenomenon: DHL on the latest trends in e-commerce

26-06-2024

DHL eCommerce released the first outcome of its global Online Shopper Trends Report 2024, providing valuable insights into the behavior of online shoppers worldwide. The initial chapter highlights trends shaping today's e-commerce landscape, based on a survey of 12,000 consumers in 24 countries. Results show a rising popularity of social commerce, with Asia leading the trend. Some 57% of online shoppers use their smartphone as their primary device for purchasing. App-based platforms such as Shein and Temu have gained immense popularity globally due to their vast product offerings at affordable prices. Moreover, 65% of global shoppers stress the significance of knowing the delivery provider before purchasing.

"With our Online Shopper Trends Report, we cover all major markets within Europe, the Americas, the Middle East and Africa as well as Asia Pacific and China. Therefore, we gain crucial and valuable insights into the behavior of online buyers worldwide. By understanding the emerging trends in the e-commerce landscape, such as the rising popularity of social media shopping or the impact of delivery options on purchase decisions, we can adapt our services to meet the evolving needs of our customers. Armed with these facts, DHL eCommerce is well-equipped to tailor its services and provide exceptional solutions to meet the evolving needs of our customers globally", says Pablo Ciano, CEO of DHL eCommerce.

The power of social media and smartphones in e-commerce

According to the report, social commerce is becoming the next big thing in e-commerce. It allows users to buy products directly via networks like Instagram and Facebook. Sales through social media platforms are expected to reach 8.5 trillion US dollars by 2030 compared to estimated 700 billion US dollars in 2024. This would represent an approximately twelve-fold increase within a span of six years¹. Asia is at the forefront of

this trend, with countries like China seeing 53% and Thailand 59% of shoppers purchasing via social media. With this also comes a shift in preferred devices for buying online. Most online shoppers prefer to browse and purchase products with their smartphones. 57 % use their smartphone as the dominant shop window and purchasing device. Of course, this also has implications for the presentation of products and the structure of online stores.

The global phenomenon of app-based marketplaces has witnessed a remarkable surge in popularity, with Shein and Temu leading the way. These platforms share the everyday appeal of offering online shoppers an enormous range of products seamlessly integrated into user-friendly mobile apps. Shein is immensely popular with shoppers in the UAE, Morocco, and Brazil, while Temu has gained significant traction among shoppers in the USA and the Netherlands. However, in Europe, Zalando remains the preferred online shopping destination. Except for the Netherlands, emerging Asian marketplaces have not yet established a leading position.

Delivery services are a critical factor in online shopping success



Today's online shoppers are highly conscious of costs, particularly when seeking affordable, flexible, and convenient delivery options. High delivery costs are a significant barrier, with 41% of shoppers abandoning their purchases due to expensive delivery fees. Even more, 65% of global shoppers emphasize the importance of knowing the delivery provider before purchasing. This underscores the significance of transparency and trust in the delivery process, as customers want to know the logistics partner responsible for handling their orders.

About the DHL Online Shopper Trends Report

The DHL Online Shopper Trends Report 2024 provides insights into the international e-commerce industry, specific markets, and

consumer preferences. DHL eCommerce commissioned the study to understand consumers' online shopping habits across the globe. The 2024 research took place across 24 countries (Austria, Czech Republic, France, Germany, Italy, Netherlands, Poland, Spain, Sweden, Turkey, UK, Canada, USA, Argentina, Brazil, Nigeria, South Africa, Morocco, UAE, Australia, China, India, Malaysia, Thailand) and involved 12,000 participants. This year, DHL eCommerce created a series of chapters starting with the trends shaping the e-commerce landscape. The full report is set to be published in autumn 2024.

The first chapter of the Online Shopper Trends Report 2024 can be found here:

<https://www.dhl.com/e-commerce-report>

Source: [DHL Group](#)



Christian Plüss announces handover of duties as Head of PostBus

26-06-2024

Christian Plüss has decided to step down from his roles as Head of the Swiss Post Group Unit Mobility Services and Head of PostBus at the end of January 2025. Thanks to his unwavering commitment at the helm of PostBus, confidence in the company has been gradually rebuilt. After stepping down from Executive Management next year, he will continue to work for Swiss Post in the area of sustainability and energy.

Christian Plüss (62) took over the management of PostBus at the end of 2018 under the most difficult of circumstances. Working together with the new Executive Board that he put together, he succeeded in regaining the trust of the Confederation and the cantons as well as employees and passengers of the traditional company PostBus.

CEO Roberto Cirillo pays tribute to the achievements of the departing Executive Management member: “Christian managed to lead PostBus out of the worst crisis in its history. His services to Swiss Post will not be forgotten. He also built up the Mobility unit for Swiss Post as well as the market, and always brought a fact-based and holistic perspective to Executive Management”. Christian Plüss has significantly advanced Swiss Post, particularly in the area of sustainability. “In Christian, Executive Management is not only losing an outstanding manager, but also an extremely valued colleague with great integrity. That is why I am all the more delighted that we can continue to benefit from his vast knowledge and enthusiasm for sustainability and energy even after stepping down from Executive Management”, adds Roberto Cirillo.

Great trust and support

For his part, Christian Plüss expressed his thanks for the trust placed in him: “Over the

past six years, we in the Executive Board have invested a great deal in the reputation and strategic realignment of PostBus. This phase has now been completed successfully. The time is right for me to hand over my role to my successor. I would like to thank my colleagues in Executive Management and all employees in the Mobility Services unit for their great trust and support, and I consider myself fortunate to be able to continue working towards Swiss Post’s ambitious commitment in sustainability and energy”.

Managing body reorganized

As part of a strategic realignment, Swiss Post Executive Management has also approved the future management organization of the Mobility Services unit and nominated six people for the management roles of the individual units. The following people will join the newly formed Mobility Services unit management from 2025: Marco Lüthi (Licensed Passenger Transport), Martina Müggler (Mobility Solutions) Nigel Storny (Fleet Management), Mark Hugelshofer and Moritz Waelde (Co-Heads of Charging Solutions) and Peter Lacher (MS Operations). The unit management also includes Benno Bucher (Finance), Christina Brändli (HR) and Luzius Weber (Communication). Philipp Schori is the Head of Staff for Mobility Services. He already performs this task for PostBus.



The search for a new Head of Mobility Services is currently being initiated by the

Board of Directors.

Source: [Swiss Post](#)



USPS OIG releases report on the postal service's financial situation

21-06-2024

Background

While the U.S. Postal Service is viewed by the American people as one of the most trusted government organizations, it has suffered a history of financial net losses dating back to 2007. The Postal Service sought to address these challenges through its 10-year strategic plan, Delivering for America (DFA); published in March 2021. The DFA plan calls for over \$40 billion in capital investments and calculates projected savings through initiatives that include \$24 billion in revenue improvements, \$34 billion in management cost savings, \$44 billion in regulatory changes, and \$58 billion in legislative and administrative actions.

What We Did

Our objective was to evaluate the financial performance of the Postal Service in relation to its DFA plan financial projections.

What We Found

The DFA plan was developed during a time of considerable uncertainty, and conditions have evolved. The DFA plan projected positive net income starting in fiscal year (FY) 2023. Actual results show a net loss of \$950 million from operations in FY 2022 and a \$6.5 billion net loss in FY 2023. While actual revenue was higher than DFA plan projections, actual expenses exceeded expense projections and actual revenue in both years. The Postal Service stated the differences between actuals and projections were primarily attributed to higher than projected volume of

mail, which led to higher expenses to process that volume, higher rates of inflation than projected, and slower than planned progress on DFA initiatives. We generally concur with these causes for the differences. There was higher-than-projected mail volumes; however, work hour reductions did not align with the volume decline as assumed in the Plan. Further, we could not conclude how the initiatives' progress compared to DFA projected savings because the Postal Service did not track initiatives' progress back to the DFA plan. Strategic plans can evolve, and opportunities exist for management to improve transparency by providing a comprehensive update to its DFA plan and communicating the outcomes.

Management Comments and Recommendations

We made two recommendations to update and communicate the DFA plan financial projections and develop a plan to track and communicate progress on the DFA plan initiatives. Management agreed with one recommendation and generally agreed with the other recommendation. The Office of Inspector General (OIG) considers management's comments responsive, as corrective actions should resolve the issues identified in the report. The Postal Service's comments and our evaluation are at the end the finding and recommendations.

To read the full report please click [here](#)

Source [USPS OIG](#)

