

2015



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latest news from the global postal sector



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> TOP STORY

YOUNG EUROPEANS WANT ONLINE DEALS, CHOICE AND BETTER DELIVERIES, DPD GROUP SURVEY FINDS

German delivery company, DPD has released their results from a survey in five key markets revealing that young European online shoppers are most interested in good deals, more choice and convenience, and better delivery services. The survey, which conducted in partnership with InProcess, an innovation agency specialised in carrying out ethnographic research and La Poste's European parcels business. Together the companies built an ethnological study to draw a comprehensive panorama of the different usages, attitudes and expectations related to online shopping of 18-25 year olds in France, Germany, UK, Spain and Poland.

The study found that in Germany, there is a shopping culture marked by the invention of the discount category leading to a strong desire to find the best deal. In Poland, trends include positive experiences with the locker system as a way of managing the time of delivery, strong reassurance provided by the option of paying on delivery, and a strong reluctance to making returns due to hassle and cost.

Spaniards are especially looking for simplification of the browsing process, with better filters and options. In the UK, trends include an early adoption of mobile devices with better mobile experiences of shopping applications, and a high rate of returns, even as a strategy of purchase.

Young consumers in France are looking for a fluid customer experience, from login to the delivery, simplified by all e-Commerce stakeholders, according to the survey.

Source: [DPD Group](#)





> AMERICAS

FEDEX FREIGHT INTRODUCES NEW ZONE-BASED PRICING

As of 4 January 2016, FedEx Freight will introduce zone-based rates along with a zone locator tool, allowing customers to create a customised zone locator and quickly find a rate for their shipment. This change will reduce some of the complexity of general less-than-truckload (LTL) pricing. Along with the online access to the zone locator tool, customers will also have access to the additional pickup and delivery charge tier lists, zone-based rates booklets and zone-based rates online.

Source: FedEx

WORKHORSE INVENTS DRONES TO DELIVER PARCELS BY AIR

US company Workhorse Group Inc. is developing a new electric truck with integrated drone capabilities that could be the first to deliver packages by air.

The “E-Gen” vehicles, which are patent-pending and EPA-approved, are propelled by an electric motor consisting of 6,000 Panasonic lithium-ion cells. The drones that Workhorse calls “HorseFly” are partly integrated in the trucks and provide an eco-friendly and energy-efficient alternative to pure road deliveries.

In September this year, UPS announced that they have ordered 125 Workhorse E-Gen trucks as part of a broader programme to deploy electric-powered vehicles with greater range and performance. The drones will lower operating and maintenance costs and dramatically increase fuel economy by up to four times compared to a gasoline-powered vehicle. UPS will be deploy the trucks around the US.

Source: CEP-Research

USPS WEBSITE GENERATES US\$1BN IN SALES

During the 2015 fiscal year, the United States Postal Service’s website www.usps.com, generated more than US\$1bn in sales. The Postal Service expects to deliver more than 15.5 bn cards, letters, flats, and packages during the 2015 holiday season. In addition, USPS is projecting that approximately 600m packages will be delivered between Thanksgiving and New Year’s Eve – an increase of 10.5% over last year’s volume.

Source: USPS

CHARLIE BROWN CHRISTMAS FOREVER STAMPS

The US Postal Service (USPS) has been celebrating the holiday season by releasing Charlie Brown Christmas Forever stamps on 1 October. The booklet of 20 stamps features 10 still frames from the 1965 TV special “A Charlie Brown Christmas” celebrating the classic’s 50th anniversary.

The early October release of the stamp coincides with the Peanuts comic strip debut in seven newspapers on 2 October 1950. When Schulz announced his retirement in December 1999, the Peanuts comic strip was syndicated in more than 2,600 newspapers worldwide, with book collections translated in more than 21 languages.

Source: USPS

US POST OFFICES OPEN CHRISTMAS AND NEW YEAR'S EVE

Post Offices around the US will be open on Christmas Eve but many will shorten retail lobby hours and close at noon. Post Offices will be open regular hours on New Year’s Eve. Mail delivery will be unaffected.

Source: USPS





> ASIA PACIFIC

AUSTRALIA POST HELPS LOCAL BUSINESSES WITH PARTNERSHIP WITH 1688.COM

Australia Post is helping Australian businesses capitalise on the lucrative Chinese e-Commerce market through its new partnership with the largest online wholesale website in China, 1688.com. 1688.com is a business-to-business (B2B) online marketplace, operating wholly in Chinese and was established in 2010 by the Alibaba Group.

The official launch of Australia Post's 1688.com "Australian pavilion" will provide a powerful online platform for Australian businesses to sell into China in bulk, reaching more than 100m registered users and enticing Chinese importers to buy Australian products at more affordable, wholesale prices.

Source: Australia Post

ALIBABA GROUP'S EUROPEAN EXPANSION

Alibaba Group has announced the appointment of Terry von Bibra as managing director of Alibaba Group Germany and Sébastien Badault as managing director of Alibaba Group France. The appointment of these two senior business leaders is another important milestone in Alibaba Group's expansion in the European markets, a critical part of the company's

globalisation strategy to serve as a "gateway to China" for international brands and businesses of all sizes. As a part of this international expansion and in order to better serve existing and future partners in Europe, the company will be opening country offices in Munich, Germany and Paris, France.

The Germany and France offices will assist current partners and local brands, retailers and government partners who want to access the large and growing Chinese consumer class looking for high-quality international products and services. Alibaba's French and German offices will help identify the most suitable local products for the Chinese market, help merchants sell on Alibaba's platforms, assist with outbound and inbound logistics, and facilitate online payments for Chinese consumers and offline payments for Chinese tourists.

Source: Alibaba Group

DHL TO DEVELOP INNOVATIVE SOLUTIONS FOR ASIA PACIFIC AT NEW SINGAPORE CENTRE

German logistics company, DHL has launched its Asia Pacific Innovation Center (APIC) in Singapore to develop innovative solutions to meet evolving supply chain needs in the fast-growing region.

The multi-million dollar facility is DHL's first innovation

centre outside of Germany, and the first dedicated centre for innovative logistics services in the Asia Pacific region.

Launched with the support of Singapore's Economic Development Board (EDB), the APIC showcases futuristic technologies that will transform logistics operations. These include augmented reality "smart glasses" for warehouse assembly-lines and product picking; drones for delivery of time-critical goods like medicines; Maintenance on Demand (MoDe) vehicles that use machine-to-machine (M2M) sensors to boost vehicle uptime by 30%; and driverless shuttles for faster, more efficient transportation.

Source: DHL





> ASIA PACIFIC

UPS COLLABORATES WITH INDIAN START-UP

UPS is moving into semi-urban and rural districts across India through a last-mile logistics and delivery partnership with the start-up Connect India network to extend its services beyond major cities and urban centres in the fast-growing economy.

Connect India is now a UPS Authorised Shipping Outlet (ASO) through the agreement that will connect customers in semi-urban and rural regions in India with the rest of world. The service links UPS's global network with Connect India's expanding last-mile logistics and delivery capabilities, which currently cover 50 cities, 650 district towns and 8000 small towns.

Customers in remote locations will be able to book international shipments through Connect India Centers which will, in turn, make use of UPS's global shipping services. The Connect India Centers will provide customers with easy access to a full range of international shipping options, including packaging and labelling. The centres will also accept prepaid, drop-off packages processed online at ups.com.

Source: CEP-Research

87% OF CONSUMERS SET TO SHOP ONLINE THIS CHRISTMAS

A record number of shoppers are expected to head online this year to do their Christmas shopping, a new nationwide survey commissioned by Australia Post reveals.

The Australia Post research highlights 87% of people will be turning to online shopping to buy one or more of their presents this year, compared to only 52% last year. The biggest catalysts driving people online are, shopping online at a time that suits them (63%), having gifts delivered to your door (53%), avoiding busy car parks and big crowds (52%) and easily comparing prices at the touch of a button (50%).

Not surprisingly, men and baby boomers felt less motivated about Christmas shopping compared to other groups, with 72% of males and 72% of those aged 55-64 more likely to leave gift shopping to the last minute during the festive season. Australia Post expects that Christmas 2015 will be one of the busiest years for parcel deliveries, anticipating a record 1.3m parcels a day powered by online shopping.

Source: Australia Post





> EUROPE

LA POSTE HAILS SUCCESSFUL PICKUP STORES AND STATIONS IN FRANCE

French postal operator, La Poste's boutique-style Pickup Stores and self-service parcel terminals Pickup Stations have proven a clear success since their launch late last year and look set for further growth, according to the postal group.

The three initial Pickup Stores, located in central Paris and two metropolitan train stations offer parcel shipping and collection and diverse retail products, including groceries, drinks, cleaning, repairs and other services, with long opening hours.

The average daily parcel volumes at these three stores has tripled to more than 100 a day, which is likely to increase even more in the run-up to the end of year holidays.

Source: CEP-Research

RUSSIAN PONY EXPRESS EXPANDS WEEKEND DELIVERY AND DELIVERS HIGH-VALUE GOODS

Russian express operator, Pony Express has expanded the geographical coverage of its weekend delivery service from online shops to private individuals and has launched a new solution for "valuable shipments".

The company now delivers online orders from internet shops seven days a week from 9 am to 9 pm in 32 major Russian cities. Previously, the weekend delivery service was only available in Moscow and its metropolitan area. In 2016, Pony Express aims to further expand the geographical coverage of the weekend delivery service for its partners operating in the e-Commerce segment.

Source: CEP-Research

GLS EXPANDS IN ITALY WITH NEW AND ENLARGED DEPOTS

Royal Mail's European parcels subsidiary, GLS is expanding in Italy by increasing capacity in response to rapid revenue and volume growth. The British company has increased revenues in Italy by 15% between April and September this year, which followed 16% growth in the year ending March 2015, according to figures from the parent group.

To cope with this rapid growth, GLS has already invested €2.5m in its Italian network this year, has recently opened 3 new depots and 9 others have moved to larger premises. B2C volumes now make up more than 20% of GLS volumes in the country.

Source: CEP-Research

HERMES UK 'COPEd WELL' WITH 34% BLACK FRIDAY WEEKEND VOLUME SURGE

Consumer delivery company Hermes UK says it "coped well" with a dramatic 34% rise in volumes over the Black Friday weekend.

The company's retail and myHermes order volumes grew by 50% on Black Friday itself, compared to the previous year. This was significantly higher than industry figures published by retail researcher Experian-IMRG which showed that Britons spent £1.1bn online on "Black Friday", an increase of 36% on the previous year.

The company has also been working closely with its retail customers analysing forecasted volumes and confirming collection schedules.

Source: CEP-Research





> EUROPE

UPS PLANS TO INVEST US\$2BN IN EUROPE

UPS is planning to invest a total of about US\$2bn in Europe by 2019 to expand capacity in response to rising volumes.

A significant part of this sum will be dedicated to expansion in Germany, its biggest single market outside the US, where the company's export volumes grew by 10% over the first nine months of this year compared to a 5% increase for Europe as a whole.

UPS has already invested US\$40m to expand its Nuremberg site into a logistics hub serving as a gateway for exports from Germany, Benelux and Scandinavia to various countries in southern and eastern Europe, including Austria, Czech Republic and Slovakia as well as Italy and Greece. The expanded facility, with sorting capacity doubled to 30,000 packages an hour, went into service earlier this year.

Source: CEP-Research

AUSTRIAN POST INSTALLS COLLECTION BOXES READY FOR CHRISTMAS

Austrian Post has installed 13,000 parcel collection boxes across the country ready for the current peak Christmas period and is also expanding its food delivery services.

Around 400,000 Austrians will now benefit from this delivery solution, and up to 95% of all shipments reach customers even if they are not at home.

Austrian Post handles on average around 250,000 parcels daily, a figure that rises up to 400,000 in December. On some days, Austrian Post handles even 50% more parcels than during the rest of the year. To make sure all parcels are delivered on time, Austrian Post has introduced extra working shifts including Saturdays and Sundays when necessary.

Source: CEP-Research

POSTNL LAUNCH CHRISTMAS CAMPAIGN

PostNL has launched a their Christmas 'Who will you think of this Christmas?' campaign in collaboration with Dutch charity "Nationaal Ouderenfonds" (National Foundation for the elderly). The campaign aims to reach thousands of elderly people in the Netherlands and make them happy with a Christmas card.

Source: PostNL

ROYAL MAIL'S SEASONAL WORKERS

British postal operator, Royal Mail has carried on the tradition of hiring a number of seasonal workers to help sort the Christmas post. As the busiest period

for mail around the world, the seasonal employees will support Royal Mail's 123,000 permanent postmen and women who sort and deliver the mail.

Positions will be spread across the company, and will work from November until January 2016. Around 14,000 people will help in mail distribution and data centres across the UK and an extra 4,000 to help with parcel delivery.

Source: Royal Mail

THE BEST CHRISTMAS CARD OF ALL - THE ONE FROM SANTA!

Royal Mail is once again helping one of its extra special customers, Father Christmas.

As well as delivering thousands of letters that children write to him, Royal Mail are also helping Father Christmas to deliver his Christmas cards to those children whose letters he has already received and read.

In his Christmas cards, Santa likes to give children an update on how his preparations for the big day are going. He also advises children to be good and to be fast asleep, and of course wishes them a very happy Christmas.

Source: Royal Mail



2015



SUSTAINABILITY

International **Post**
Corporation



GREEN SPECIAL

Quarterly newsletter on sustainability
initiatives in the postal sector



17 December 2015

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> TOP STORY

TNT OFFERS CO2 NEUTRAL DOMESTIC EXPRESS DELIVERY IN THE BENELUX

Dutch delivery group, TNT is now offering business customers a CO2 neutral shipping option for their documents and parcels within the Netherlands, Belgium and Luxemburg, at no additional charge, helping SMEs and multinationals to reduce their CO2 emissions.

From now on, all TNT domestic shipments within one of these three countries will go through two steps. Firstly, TNT will measure how much CO2 emission is produced when transporting its customers' consignments. Subsequently, TNT will neutralise this emission with an equivalent amount of Gold Standard CO2 credits.

For international shipments a small fee is charged. Upon request, TNT can issue a yearly certificate on how much CO2 emission their shipments have produced and how TNT has neutralised this on their behalf.

CO2 neutral shipping is part of TNT's extended range of CO2 services, which also includes tools to measure the emission history per customer and to model future emissions on that basis. After Germany, Benelux is the second European region where TNT offers CO2 services at no additional charge.

Source: CEP-Research

> FEATURE STORY

POSTS START ALIGNING CARBON REDUCTIONS EFFORTS WITH SCIENCE-BASED TARGETING

More companies are implementing policies to reduce their own greenhouse gas (GHG) emissions. While progress by business is visible, climate science shows that more urgent and widespread efforts are required to limit global warming to no more than 2°C compared to pre-industrial levels, commonly regarded as the limit to avoid dangerous climate change, in science and policy making.

Climate science shows that if current efforts remain the same, the world will likely exceed 4°C of global warming by the end of the century. In the latest report of the Intergovernmental Panel on Climate Change (IPCC), climate models show that in order to limit global warming to no more than 2°C, the level of emissions in 2050 needs to be at least 40-70% below emissions in 2010. On a linear trajectory, this requires emission reductions of 10-17.5% every decade.

To address this lack of a common methodology and create an expectation that companies will set targets consistent with climate science and the 2°C target, the Science Based Targets (SBT) initiative was launched by CDP, the UN Global Compact (UNGC), the World Resources Institute (WRI) and WWF.

The SBT initiative has resulted in a set of guidance documents, tools, and technical assistance to facilitate the adoption of science-based targets. Meanwhile, the initiative is also encouraging companies to set a science-based target through a Call to Action campaign. The initiative includes an open-source methodology – the Sectoral Decarbonisation Approach (SDA) – which is freely available and allows companies to set emission reduction targets in line with the 2°C global warming limit.

Corporate target-setting aligned with these goals will be a key mechanism for businesses to demonstrate their commitment to addressing climate change and advancing the global development agenda. Several posts have already adopted GHG emission reductions based on science-based target, including bpost, CTT and Correos.

In 2008, Belgian operator bpost set a reduction target for CO₂ of -35% by 2015 (compared to 2007). Meanwhile, bpost has worked out a new reduction target for 2020 based on different scenarios supported by a simulation model. The reduction target has been set to -45% by 2020 compared to 2007. bpost verified that its CO₂ reduction objective is in line with the SBT. The emissions reduction target established by bpost by 2020 for Scopes 1 and 2 outweighs the Science Based targets.

Portuguese postal operator, CTT has also adopted a

science-based GHG emissions reduction target, as part of its participation in the ‘Road to Paris 2015’ initiative. CTT was the first postal and courier operator worldwide to join the initiative, a high-level business platform which came together in support of a universal climate agreement ahead of the UN Climate Change Conference in Paris. CTT is one of the signatory companies that have committed to adopting targets in line with the Science Based Targets Initiative’s Call to Action criteria.

Spanish operator, Correos has also signed up to the Call to Action initiative, affirming their commitment to SBT. The company has already reached carbon emissions reductions of more than 30% and has started using the SDA methodology to drive its decision-making process for future carbon reduction targets. Correos states that its future carbon budget will be consistent with both the 2°C scenario and its ambition to decouple its activity from carbon in the forthcoming years.

Aside from these three posts, at least five other participating posts in IPC’s Environmental Measurement and Monitoring System (EMMS) have indicated during a recent survey that they are contemplating basing their new CO₂ reduction targets on SBT or have already started working on incorporating SBT in their existing corporate target setting.

> AMERICAS

SOLIDARITY AS BIG AS OUR COUNTRY

Correios Brazil has delivered some Christmas cheer to children affected by the burst of an iron ore tailings dam, which took place on 5 November and affected several communities. As part of its Santa Postal Project, Correios organised a day of leisure and social activities for 180 children from the affected community of Mariana, during which the children were able to hand in Christmas letters to Santa.

The Santa Postal Project is a nationwide solidarity campaign Correios that has been running for 26 years. Correios receives letters addressed to Santa, picks up the ones coming from children in social vulnerability and makes them available for patronage by corporations and individuals. In the last three years, 1.5m letters have been sponsored.

Source: Correios Brazil

UPS RECEIVES PERFECT SCORE FROM CARBON DISCLOSURE PROJECT

UPS has secured a top ranking on the Carbon Disclosure Project's (CDP) disclosure leadership index for the fifth consecutive year for its commitment to transparency, its corporate governance regarding climate change and the manner in which it tracks and discloses its impact on the environment.

UPS received a perfect score of 100 from the CDP for the second straight year. The CDP, which annually surveys the carbon disclosure practices of companies on Standard & Poor's (S&P) 500 Index in North America, has included UPS on its "Carbon Disclosure Leadership Index" (CDLI) of the Top 50 S&P 500 companies for the last six years.

Source: UPS

GROW WITH THE FLOW

The USPS has collaborated with the United States Environmental Protection Agency and landscape designer Tom Benjamin to plant a "rain garden" at a local post office in New Hampshire, to reduce stormwater pollution and promote environmental sustainability.

The New Hampshire garden is part of the Postal Service's broader efforts to become more environmentally sustainable. Similar projects have been done at other facilities around America, including the Colvin-Elmwood Post Office in Syracuse, NY. The garden includes native grasses and flowering perennials that will help filter stormwater after it flows off the Post Office's roof.

Source: USPS



> ASIA PACIFIC

AUSTRALIA POST AWARDED SUSTAINABILITY LEADERSHIP AWARD

Australia Post was awarded the Banksia Foundation's Large Business Sustainability Leadership Award on 13 November 2015 in Sydney, Australia. Head of Environmental Sustainability at Australia Post, Andrew Sellick said the award was a great acknowledgment of the work Australia Post has done to deliver positive environmental outcomes for our people, customers and the community.

Australia Post's approach to environmental sustainability will form an integral part of Australia Post's new enterprise-wide Corporate Responsibility strategy, which will be rolled out in 2016.

Source: Banksia Foundation

SUSTAINABLE SOLUTIONS SEE NEW LIFE INTO NZ POST UNIFORMS

The New Zealand Post Group has harnessed the talents of the Space Between team from Massey University's College of Creative Arts and Earthlink Apparel to give old corporate uniforms a sustainable, stylish future.

New Zealand Post has passed more than 30,000 used and discontinued uniforms to Earthlink Apparel, a not-for-profit organisation committed to sustainable textile reuse. Earthlink Apparel has designed and created kidswear out of the New Zealand Post and Kiwibank uniforms, wMassey's Space Between have come up with the 'Fundamentals womenswear range' manufactured by Earthlink Apparel.

New Zealand Post Corporate Sustainability Manager, Dawn Baggaley says it's important for an organisation with a staff of close to 10,000 to be aware of its environmental impact, and textile waste is a part of that.

Source: New Zealand Post



> EUROPE

POSTE ITALIANE REDUCES ENERGY COSTS

Poste Italiane installed a photovoltaic system on a postal sorting centre in the southern Italian city of Bari. The aim of the project was to make the site partially independent in its electricity supply.

The installation of the photovoltaic system was finalised in May 2014. With 784 modules and a surface area of approximately 1,254 m², the installation has a peak capacity of 196 kWp. The system produces about 29,400 kWh per month and 275,000 kWh per year, resulting in a saving of 110.50 tonnes of CO₂. The system benefited from government incentives for the installation of photovoltaic systems.

Source: Post Italiane

CTT PORTUGAL IMPROVES CDP SCORE

Portuguese operator, CTT Correios de Portugal has improved their Carbon Disclosure Project (CDP) score to 97, an improvement of 9 points from last year. The CDP is worldwide sustainability index, aimed at assessing the carbon performance on the behalf of 822 global investors that manage assets worth US\$95tn.

Sources: CDP; CTT

CORREOS CONTRIBUTES TO GET A MILLION COMMITMENTS FOR CLIMATE

The Spanish postal operator, Correos, has contributed to the 'One Million Commitments for Climate' campaign launched by the Spanish Minister of Agriculture, Food and Environment in order to raise awareness about individuals' daily "sustainable gestures" which, together, could be essential to mitigate global warming.

Correos have also contributed to the COP21 Paris Climate Summit, held on 30 November and 12 December, to acknowledge that all of Correos' Paq 48 deliveries have become carbon neutral shipments, which will also aid their sustainability campaign.

Source: Correos

SWISS POST OPTIMISE NEW WAREHOUSES

Swiss Post has renovated their in-house logistics operations in various locations throughout Switzerland. The CHF2m operation will feature initiatives such as regenerative lifting beams that save energy, money and the environment.

Each warehouse will have space for up to 80,000 letter crates, which will feature lifting beam technology that will recuperate braking energy as electrical energy. This saves roughly 114 MWh of energy each

year, equivalent to the consumption of over 32 Swiss households over the same period and spares the climate around 15 tonnes of CO₂ emissions.

Source: Swiss Post

POSTNL AWARDED GOLD RECOGNITION LEVEL FROM ECOVADIS

PostNL has been awarded a gold recognition level from EcoVadis, a company which has developed a collaborative platform that enables companies to monitor the sustainability performance of their supply chains and performs CSR benchmarks on criteria such as governance, initiatives and results concerning environment, labour practices, integrity and supply chain management.

After screening PostNL has obtained a score of 68 out of 100, and has been awarded a gold recognition level. According to EcoVadis this result puts PostNL in the top 2% performers of all suppliers evaluated by EcoVadis worldwide.

Source: EcoVadis

ABOUT THIS PUBLICATION

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If you would like to contribute to this publication or require further information, please contact: publications@ipc.be.

ABOUT IPC

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 24 member postal operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 180 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members 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.

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