

## In this issue

### EUROPE

- Roissy OE Wins IPC Certificate of Excellence
- German Court Rules Against Minimum Wage
- TNT Reviews its German Mail Business
- Dutch Workers Reach Labour Agreement with TNT
- Belgian Unions Agree to Supply Agents
- Swiss Post Buys Spanish Partners
- Adam Crozier to Leave Royal Mail
- Royal Mail Gets Closer to Mailing Houses
- An Post Enters Partnership with Adobe
- Austria Post Delivers More Parcels
- Postage Rates to Rise in Switzerland
- TNT Innight Wins Renault Contract
- Postal Services in Every Austrian Town
- Itella Fails to Buy Time on Costing Issue
- La Poste Guarantee Ends at Status Change
- Deutsche Post Outsources More IT
- Tagged Roll Cages Located in Real Time
- UK Mail Group Sees Revenue Growth
- Itella Gains More ISO Certifications
- Hermes Volume and Contracts Grow
- DPD Expands in Russia
- Aramex Profits Drive Search for Partners

### AMERICAS

- Canada Post Responds to Audit Report
- UPS Sees Revenue Growth
- 162 Post Offices Under Review
- UPS Gains High Green Ranking
- Swiss Post Solutions Expands Further
- Postal Inspectors Help Haiti
- Integrators Continue to Aid Haiti
- Pandas Delivered by FedEx to China

### ASIA-PACIFIC

- DHL Joint Venture Targets Fashion Trade
- Yamato Enters the Chinese Market
- SingPost Enjoys Growth Q3
- SMEs to Benefit From Asian Growth

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## Roissy OE Wins IPC Certificate of Excellence



The International Post Corporation (IPC) on 13 January awarded Groupe La Poste's Roissy Office of Exchange the IPC Certificate of Excellence in the Management and Processing of International Letter Mail. The Certificate recognizes Roissy's commitment to high-quality service demonstrated by its management and staff.

Groupe La Poste CEO, Jean-Paul Bailly was on hand at the ceremony to unveil the certificate along with IPC President and CEO, Herbert-Michael Zapf, and congratulate the Roissy employees who, Mr. Bailly said, worked hard to achieve this honour.

"The IPC Certificate of Excellence is not granted lightly," said Zapf. "The arduous process of looking at every detail of the operation – is a process that Roissy began more than one year ago. It now joins the 25 other Offices of Exchange around the world in meeting the exacting standards established by IPC and its members. The dedicated team at Roissy can be very proud of this tremendous achievement."

To earn IPC's Certificate of Excellence, the post's Office of Exchange must demonstrate that its management and processing of international letter mail conforms to the high levels agreed upon by all IPC members.

Independent, external experts, led by the IPC Certification Manager, conduct assessments of Offices of Exchange to determine if they meet minimum standards for quality of service, actively use IPC's CAPE Vision in daily operations and monitoring, and participate effectively in the IPC Performance Centre Operations activities.

***(Roissy OE Wins IPC Certificate of Excellence continued)***

The assessors specifically survey Offices of Exchange in three categories:

- Work organization
- Interface relationships
- Quality management

Offices of Exchange must achieve a score of at least 90 percent in each category and an overall score of 95 percent in order to receive the IPC Certificate of Excellence.

## Europe

### German Court Rules against Minimum Wage

Germany's Federal Administrative Court has ruled against the ordinance fixing a postal sector minimum wage at EUR 9.80 on grounds that the employment ministry failed to give TNT Post and other affected parties an opportunity to comment in writing before the ordinance was issued.

The legal challenge to the ordinance was taken jointly by TNT Post and the German courier, express and postal services association (BdKEP). TNT expressed pleasure that the "unjust ordinance has now finally ceased after two years and three court proceedings".

The German international express and courier association (BIEK) also welcomed the verdict, saying it paved the way for competition in the German mail market. BIEK called on the government to formally remove the ordinance to put an end to uncertainty.

The minimum wage was established in December 2007, based on a pay agreement between trade union Verdi and the postal services employers association (AGV Postdienste) comprising mainly Deutsche Post and its associated companies.

Responding to the court ruling, AGV Postdienste said a minimum wage remained a necessity to ensure fair competition and avoid "competition through wages" in a declining market. It said its members would continue to pay the minimum wage.

TNT said it supported a fair minimum wage and noted that its labour conditions in Germany conform to an agreement with the Christian postal services and telecommunications union (CGPT). These include a basic wage of EUR 7.60 an hour.



### TNT Reviews its German Mail Business

TNT is conducting a final review of TNT Post in Germany, assessing the likely effects on the market of the court ruling against a EUR 9.80 minimum wage and future developments in Deutsche Post's VAT exemption. It expects to give a further update when it announces its full year results on February 22.

The company's German mail subsidiary has finalised an agreement with four newspaper publishers to create a mail alliance offering regional customers a national delivery solution (*Market Flash No 403*).

The move is part of TNT's strategy, laid out in its Vision 2015, to manage its European Mail Networks (EMN) business in order to realise value through partnerships and sale.

In the Czech Republic, TNT will sell a telemarketing company, DomiCall, which is part of (EMN).

## Dutch Workers Reach Labour Agreement with TNT

Dutch postal unions and TNT have reached agreement in principle on a collective labour agreement (CLA) running from April 2009 to December 2011 and a social plan.

All employees in the Netherlands will receive a 0.7 percent pay rise from January 2010; TNT Post employees (excluding TNT Post Parcel Service) will receive a further one percent increase in January 2011 and 0.2 percent in October 2011.

The social plan will apply until December 2012. It focuses on stimulating voluntary redundancy with additional financial incentives for employees aged 50 and over.

TNT said it was obliged to restructure extensively in light of volume decreases at TNT Post of about six percent a year. The starting point for negotiations was a referendum of trade union members that showed they favoured income above job retention. The agreement, once it is approved by union members, will provide a basis for realising TNT's 16 percent EBITDA-to-revenue objective for Mail NL.

Announcing its fourth quarter results, the company said Mail NL would focus on cash flow, cost adjustment and business renewal in a continuously declining market. Preparations had begun to enable the company to enter into partnerships.

During the fourth quarter, TNT saw express volumes rise above the same period in 2008 for the first time. The express margin was also above the 2008 level; cost savings contributed substantially while price pressure continued. The more positive trend for express volume carried on into the first two weeks of 2010.

## Belgian Unions Accept Supply Agents

De Post/La Poste of Belgium has reached agreement with postal unions to introduce "supply agents" on lower rates of pay than postal workers.

The agents will be on new-style, open-ended contracts to collect, sort and deliver mail. Their number will be maintained at a sufficient level to enable the postal operator to achieve its targeted cost reductions. Initially, De Post/La Poste will consider workers employed on temporary contracts for transfer to agent status.



The mail delivery agreement ends an industrial dispute prompted last year when De Post/La Poste said it would introduce delivery workers on temporary contracts at rates 15 percent below the rates paid to full-time postal delivery staff. Following strikes against the measure, De Post/La Poste suspended pilot schemes and resumed talks with unions.

The new arrangements are designed to enable De Post/La Poste to achieve its cost-saving targets in the run-up to full market opening and to gradually restructure mail operations in response to technological developments. The new mail distribution model includes a reduction in the number of distribution centres from 500 to about 125 over the medium term.

## Swiss Post Buys Spanish Partners

Swiss Post International is acquiring two of its long-term sales partners in Madrid to strengthen its growth strategy and its commitment to the Spanish market.

The two companies, ABC Mail and Mail Partners Spain (MPS), are headquartered in Madrid and operate primarily in the cross-border letter business. They already trade jointly on the Spanish market as Swiss Post International Spain.

Swiss Post will strengthen cooperation with other, partner firms in Spain to develop a national sales network.

Almost 20 percent of Swiss Post's sales are generated abroad; the company employs about 1,300 people in Europe, Asia and the United States.

## Adam Crozier to Leave Royal Mail

Adam Crozier is to leave his position as group chief executive of Royal Mail later this year to become chief executive of UK television company ITV.

Royal Mail chairman Donald Brydon said he would work closely with Mr. Crozier during the next few months "to ensure that our momentum is maintained right across the group and to ensure a smooth transition to his successor".

## Royal Mail Gets Closer to Mailing Houses



Royal Mail is creating a Strategic Mailing Partnership in order to collaborate more closely with mailing houses, help to develop products and services and tackle issues affecting the mailing sector.

Judith Donovan, a former vice-chair of postal consumer watchdog Postwatch, will chair the new partnership, which will be led by twelve executives from mailing houses and two Royal Mail representatives.

"We have listened to the mailing house industry's concerns and requirements for a long time now," said Jim Bulmer, head of mailing house development at Royal Mail. "They are a key partner for Royal Mail and we aim to improve dialogue through The Strategic Mailing Partnership to give them a voice in our operations and the development of our key products, while also helping them to shape the future of the mailing house industry."

To launch the initiative, Royal Mail is targeting senior mailing house executives, offering free membership. A communications programme will include events around the country.

## An Post Enters Partnership with Adobe



A subsidiary of An Post, Ireland, has signed a deal with the Adobe Certified Document Services (CDS) programme to offer businesses an opportunity to embed legally binding digital signatures in electronic documents.

The partnership between CDS and Post.Trust, An Post's certification services subsidiary, will allow individuals or companies to execute contracts, generate invoices or conduct general business electronically.

Adobe's product manager for electronic signatures and security alliances, John B. Harris, said Post.Trust's document signing solutions for Adobe CDS would combine security, integrity, authentication, time stamping and trust to offer customers a unique digital credential.

To mark the partnership, Post.Trust is launching two desktop products, SpeediSign, for high volume users, and Post.Trust ID for low-volume customers.

## Austria Post Delivers More Parcels

Austria Post saw its parcel volume rise by 20 percent in 2009 to 50 million, helped by its contract to deliver consumer parcels for German operator Hermes and by its development of premium products.

During the peak pre-Christmas period Austria Post delivered more than 650,000 CO<sub>2</sub>-neutral parcels via its Co2de Green project without incurring additional cost.

**Europe**

Issue 404 | 9 February 2010

print | next

## Americas

## Asia-Pacific

**Postage Rates to Rise in Switzerland**

Swiss Post is changing its domestic parcel rates for the first time in more than seven years. From April, parcels weighing up to 5 kg will cost CHF 1.00 more, while parcels between 5 and 30 kg will cost CHF 1.00 less.

Rates for international letter, parcel and express services will rise by an average of seven percent; Swiss Post said many products no longer cover their costs and destination countries are requiring higher delivery payments.

A new customs ordinance in 2008 required Swiss Post to use its own customs agents to carry out postal customs clearance. It said clearance prices need to come into line with real costs and increases of CHF 2.00 or more are expected in April.

**TNT Innight Wins Renault Contract**

TNT Innight is to handle after-sales service and returns for Renault's German subsidiary, distributing spare parts from its central warehouse in North Rhine-Westphalia.

The overnight service will deliver to 680 Renault and Dacia partners across Germany. Parts ordered by 16.00 hours will reach recipients by 08.00 hours the next day.

**Postal Services in Every Austrian Town**

Austria Post has unveiled its Post.Partner Concept 2010 for retail postal services provided within local shops by shopkeeper-partners.

The company says it is responding to customer demands for greater access and improved opening hours, particularly in rural areas. Through its Post.Partner campaign it is inviting all municipalities to establish postal service points and is cooperating with the national municipal association and federal chamber of commerce to identify new Post.Partners.

An enhanced remuneration system will pay Post.Partners' IT expenses totalling about EUR 800 a year; a quality bonus up to EUR 3,000 a year and additional revenue averaging EUR 15,000 a year for selling post-related services.

**Itella Fails to Buy Time on Costing Issue**

Itella will have to report on the cost basis of universal service products according to methods specified by its regulator, following a decision by the administrative court of Helsinki.

The company had applied to the court for a suspension pending the outcome of an appeal it had lodged against the regulator's demands. However, the court ruled against suspension.

Itella claims that the cost reporting method required by the regulator does not adhere to postal legislation. Its main concern relates to the way in which costs are allocated between newspaper delivery and the universal service for letters.

It has not yet decided what action to take in response to the court ruling. The actual appeal case remains open and is being processed by the court.

**La Poste Guarantee Ends at Status Change**

The European Commission has closed its investigation into the unlimited state guarantee provided to Groupe La Poste because the new postal law transforming the French postal operator into a limited company will bring it to an end.

The Commission's investigation which began in 2007, determined that an implicit state guarantee extended beyond the universal service to commercial activities, thereby giving La Poste an economic advantage over its competitors.

La Poste's transformation into a public limited company on March 1 this year will remove the state aid represented by the guarantee.

"In view of the fact that postal markets will soon be fully open to competition, I welcome the adoption of legal measures to end a state guarantee for La Poste which also covers activities outside its public service remit," said EU Competition Commissioner Nellie Kroes.

## Deutsche Post Outsources More IT

Deutsche Post is outsourcing more IT functions in Germany to T-Systems, a Deutsche Telekom subsidiary.

A new contract gives T-Systems responsibility for complete process chains between Deutsche Post DHL and its customers, plus the operation of 65 applications and additional computer centre services.

At the same time, the existing contract covering computer centre infrastructure, network and desktop services has been renewed ahead of schedule and extended for five years to 2014.

The contract, worth "high triple-digit million euro" overall, is part of a global Deutsche Post DHL initiative to achieve efficiency gains in the provision of IT and telecoms services. The agreement with T-Systems aims to save EUR 400 million in cost over the next five years.

Separately, in mid-December, T-Systems North America signed an agreement with Deutsche Post DHL covering service provision in the United States. T-Systems has taken over the former Deutsche Post DHL computer centre in Scottsdale under a five-year contract.

## Tagged Roll Cages Located in Real Time

TNT Express has deployed AeroScout's Logistics Visibility Solution to improve its operations in 200 depots across 29 countries.

The company has leveraged its existing wireless network to implement AeroScout's Wi-Fi Radio Frequency Identification real-time location system for automating inventory management.

The system will provide central management of 16,000 roll cages in Europe using Wi-Fi tags that determine the location of cages and allow for optimisation of use. It generates alerts for surpluses and shortages, allowing TNT Express to control its inventory and supplying an audit trail.

## UK Mail Group Sees Revenue Growth

Higher revenues and parcels volume in the October-to-December quarter have given UK Mail Group cause for optimism for profits in its full year to March 2010.

Group revenues in the quarter rose by four percent year-on-year with the parcels business returning to revenue growth while mail business growth continued. The Specialist Services division also saw overall revenue growth with an improving trend in both the courier and pallets businesses.



### Itella Gains More ISO Certifications

Itella Logistics has gained ISO 9001 and 14001 accreditation for quality and environmental management at more units in Finland and Norway, including the entire Itella Logistics subsidiary in Norway.

"Itella Logistics is committed to continuous and determined development of quality and environmental matters," said Kristian von Bonsdorff, development director. "We will continue certifying our units this year. Our long-term goal is to certify all units in our domestic market area."

### Hermes Volume and Contracts Grow

Hermes Fulfillment in Germany is continuing its expansion of third-party business in a new contract with shirt maker Seidensticker.

The Otto Group subsidiary is handling back-office processes for Seidensticker's online retail operation including webshop design and management, online marketing, management of payments, risks and arrears, billing, accounting and returns management. Hermes is also managing logistics.

In the UK, Hermes has won a multi-million home delivery contract for TV shopping retailer Sit-up Channels.

Meanwhile, the parcels operation is continuing its network expansion in Germany and the UK following record Christmas volumes thanks to growth in business-to-consumer deliveries.

Work has begun on a new, EUR 35 million north German hub at Landenhagen, near Hanover to complement four other regional hubs.

In the UK, Hermes opened a new national hub in central England ahead of the Christmas peak with capacity for growth and enhanced services, including a new, next day service.



## DPD Expands in Russia

Parcels operator DPD has opened a depot in Lipetsk, Russia, to provide delivery to 4,000 locations across the country.

"The opening of a new depot in Lipetsk clearly illustrates that the network expansion of DPD in Russia is driven by our customer requirements," said Alexey Kovalchuk, area director for southern region. "Our commitment is to ensure that in each and every location serviced by DPD, our customers experience the consistently high quality of DPD service."

DPD Russia was the Gold Medal Winner in the selection stage of the interregional "Best Goods and Services in Siberia" contest. Its Bizpak express service scored 24 points out of a maximum 25.

## Aramex Profits Drive Search for Partners

Middle East operator Aramex will seek more international partnerships to expand its business following its announcement of a 25 percent improvement in net profit to AED 184.3 million.

The company achieved its profit growth despite a six percent revenue decline to AED 1.96 billion and achieved an improved profit margin of 9.4 percent.

Fadi Ghandour, founder and chief executive of Aramex, said the company would continue to broaden its investments and its expansion in emerging markets in Africa, Southeast Asia and CIS countries. It would also focus on strengthening its capability in third party logistics to meet increasing demand as the trend for outsourcing continued.

Aramex announced it is expanding its activities in Oman through a joint venture agreement with Zubair Corporation, a regional business conglomerate.

The new venture will offer businesses in Oman integrated transport, warehousing and distribution services including freight forwarding and customs brokerage.

## >> In Brief - Europe

### Swiss Post Funds Aid to Haiti

Swiss Post is donating CHF 1 million for relief in Haiti via the charity, Swiss Solidarity, and is transferring donations free of charge via PostFinance. It is also offering Western Union payment transfers to Haiti without any additional charges, regardless of the amount.

### GLS Netherlands Expands

GLS continued to invest in its Dutch network in 2009 despite the economic slowdown. It acquired a depot in Rotterdam, tripling its capacity, invested in new scanner technology and equipped 80 freight delivery drivers with GPS systems.

### APC Buys Eco Trailer

United Kingdom parcels operators APC Overnight has bought an Eco Urban trailer for environmentally friendly delivery in cities and town centres. The double-deck trailer's aerodynamic design will reduce fuel consumption and lower emissions, according to the company.

### CitySprint Buys Post Haste

United Kingdom company CitySprint has acquired the Post Haste Group, a specialist same day express courier company. All Post Haste's locations will be merged with existing CitySprint service centres.

### FedEx Separates from African Partner

FedEx Express has separated from its partner in Uganda, East African Courier Uganda, in order to allow each company to focus on its core business.

Europe

Americas

Asia-Pacific

Issue 404 | 9 February 2010

print | next

## Americas

### Canada Post Responds to Audit Report

Canada Post has welcomed the findings of a special examination by the office of the auditor general of Canada and KPMG.

The corporation has made significant progress in addressing the auditors' main observation about funding required for postal transformation, Canada Post's multi-year initiative to replace ageing facilities and to modernise operations.

That progress includes a five-year postage rate increase, effective from January 11, and parliamentary approval for an increase in Canada Post's borrowing limit from outside sources to CAD 2.5 billion.

Canada Post has responded positively to suggestions in the special examination report concerning longer-term performance targets, facilities management and contracts with companies within the group.

In the report, auditors commended Canada Post for good systems and practices in several key areas including corporate governance, customer relationships and human resources management.

### UPS Sees Revenue Growth

UPS generated free cash flow of USD 4.1 billion in fiscal year 2009 and posted an adjusted operating profit of USD 4.0 billion. On a reported basis, operating profit was USD 3.8 billion. Revenue decreased twelve percent to USD 45.4 billion.

In the full year, UPS delivered 3.8 billion packages, an average of 15.1 million a day, down from 15.5 million.

For the fourth quarter, revenue was USD 12.38 billion compared with USD 12.7 billion in the final quarter of 2008. Operating profit was USD 1.26 billion, up substantially from USD 803 million in 2008 (the adjusted 2009 figure is USD 1.38 billion). Operating margin in the fourth quarter was 10.2 percent compared with 6.3 percent.

"UPS ended 2009 on a high note by leveraging network changes implemented throughout the year and executing flawlessly during the peak holiday shipping period, which was stronger than we had anticipated," said chairman and CEO Scott Davis. "The company demonstrated its ability to manage effectively in changing market conditions. UPS has emerged from the worst recession in decades leaner, more focused and better positioned to take advantage of increased global trade."

The company is forecasting gradual improvement in 2010 with the first quarter being the most challenging.



Europe

Americas

Asia-Pacific

Issue 404 | 9 February 2010

print | next

## 162 Post Offices Under Review

The United States Postal Service has filed an update with the Postal Regulatory Commission indicating that 162 post offices remain under review for possible consolidation under the station and branch consolidation initiative.

The filing on February 1 updates a review process begun in summer 2009 that initially examined about 3,300 outlets in urban and suburban areas, focusing on facilities relatively close to each other.



## UPS Gains High Green Ranking

UPS has gained ninth place in the Top 100 global companies listed by UK-based consultancy Maplecroft in its first Climate Innovation Index. The company was ranked sixth in the listing for the largest 100 United States companies and was the only transportation company in the top ten.

Maplecroft rates corporations on performance in five areas: quality of management on climate issues; mitigation of carbon emissions; carbon reporting; the use of innovative technologies and business practices that capitalise on climate-related opportunities, and "adaption" – how companies address climate challenges within their operations.

## Swiss Post Solutions Expands Further

Swiss Post Solutions, a subsidiary of Swiss Post, has opened a new corporate office in Washington, DC as part of its expansion in the outsourced services market.

The company launched operations in more than a dozen new cities in the United States and Canada last year offering services including mail, copy/print/scan, records, reception, IT, call centre/switchboard, concierge and data entry/word processing.

The Washington, DC office will support clients in the Mid-Atlantic region.

Swiss Post Solutions also offers proprietary software solutions to help companies increase efficiency, manage information and ensure high levels of security. The company's latest innovation is a secure digital mailbox called IncaMail.

## Postal Inspectors Help Haiti

United States Postal Inspectors are to conduct security assessments in Haiti, helping to prepare for the restoration of mail service.

To support recovery efforts and help address the immediate needs of the Haitian people, the US Postal Service has shipped 17 pallets of water and is securing medical supplies. It has prepared two large trucks, generators, mail-sorting cases, and mobile post offices for deployment to Haiti, with additional equipment to be identified and shipped following the postal inspectors' on-the-ground assessments.

Europe

**Americas**

Asia-Pacific

Issue 404 | 9 February 2010

print | next

## Integrators Continue to Aid Haiti

Global integrators continue to help Haiti and its people.

TNT is airlifting one million daily rations and has committed to sending logistics experts to support the World Food Programme. In addition, the company has donated EUR 300,000 to Haiti relief and its employees have also raised funds.

The UN Inter-agency Logistics Cluster has requested support for the Logistics Emergency Team (UPS, TNT and Agility). UPS has deployed two staff to air operations and allocated warehouse space at Miami International Airport.

Deutsche Post DHL has moved its main, six-person Disaster Response Team outpost from Haiti to Santo Domingo in the Dominican Republic which is now handling most relief flights.

In the Haitian capital, the team organised the unloading of some 500 tonnes of emergency supplies from international aid flights. Now, in Santo Domingo, the DHL team is unloading humanitarian aid flights, handling more than 100 tons of relief goods a day and managing a 3,000sq metre warehouse for other non-governmental organisations.

FedEx expects to move more than 850,000 pounds of critical supplies for charitable organisations; the first flight arrived in Haiti on January 17.

## Pandas Delivered by FedEx to China

FedEx Express is donating air transport and logistical services to the transfer of two giant pandas from the United States to China.

Working with the Smithsonian's National Zoo in Washington, DC and Zoo Atlanta, FedEx Express flew the pandas non-stop from Washington to Chengdu.

The pandas, Tai Shan and Mei Lan, travelled in two custom-built transport containers provided by FedEx Express, departing Washington on February 4 in a B777F displaying a special panda delivery.



## >> In Brief - Americas

### UPS Expands its Developer Kit

UPS has expanded its OnLine Tools, now called UPS Developer Kit, to include less-than-truckload services, package drop-off locator capabilities and street-level address validation. The kit is available to customers wanting to integrate UPS technology directly into their business systems.

### La Poste Awards Delivery Contract

La Poste, France has awarded a USD 2 million contract to SkyPostal Networks to deliver mail shipments to Latin America and the Caribbean.

Europe

Americas

Asia-Pacific

Issue 404 | 9 February 2010

print | next

## Asia-Pacific

### DHL Joint Venture Targets Fashion Trade

DHL has signed a new joint-venture agreement in Bangladesh with its long-time partner, Trade Clippers Cargo, to form DHL Global Forwarding Bangladesh.

It will invest USD 10 million in the new venture over the next few years to enhance its logistics capabilities in Bangladesh. Part of the investment goes to the "DHL Fashion and Apparel Center of Excellence" in Dhaka to capitalise on the fashion logistics industry in south Asia, estimated to be worth USD 3.9 billion a year.

### Yamato Enters the Chinese Market

Japanese parcels operator Yamato Transport has entered the Chinese market in the latest step in its foreign expansion.

It has set up Yamato (China) Transport Co, a joint venture with Shanghai-based Bus Logistics in which it has a 65 percent stake. The new company is expected to start operations before this summer's World Expo in Shanghai.

Yamato (China) plans to invest in a network of up to three national sorting centres, 25 regional distribution centres and 280 local depots in the next three to five years.

### SingPost Enjoys Growth in Q3

Singapore Post saw its net profit grow 20.6 percent in the third quarter to SGD 44.1 million while underlying net profit rose 6.3 percent to SGD 38.9 million.

Group revenue grew 12.7 percent to SGD 139.6 million, boosted by its acquisition Quantum Solutions. Logistics revenue, which includes Quantum Solutions, rose by 166 percent to SGD 49.2 million. Mail revenue declined by 1.2 percent to SGD 94.4 million but retail revenue rose by 4.1 percent to SGD 16.9 million on the back of contributions from financial services.

SingPost said it was cautiously optimistic about the business outlook, but stressed it continued to face challenges including substitution, margin pressure and competition. "It is imperative that we continue to be disciplined in reviewing our operations to improve efficiency and productivity even as we stay vigilant on costs," said Ng Hin Lee, deputy group chief executive officer.

### SMEs to Benefit from Asian Growth

A study commissioned by FedEx Express from The Economist Intelligence Unit (EIU) shows that SME exporters may benefit from both new sources of consumer demand within Asia and from the rising volume of trade within the region, especially if more advantage is taken of its many Free Trade Agreements (FTAs).

The study "Towards the Recovery: Challenges and Opportunities facing Asia's SMEs," is based on interviews with corporate officers at SMEs, regional experts and a review of recent studies published by authorities including the Asian Development Bank.

"Small and medium sized enterprises, which comprise 95 percent of businesses in the Asia Pacific region and employ nearly 80 percent of the workforce, play a critical role in the region's economy and will be vital in its recovery and growth in 2010," said David L. Cunningham Jr., president, Asia Pacific, FedEx Express.

"With demand in the West making a slower recovery than Asia's rapidly improving economic outlook, this report provides SMEs in the region with an understanding of the new trade dynamics that are emerging here. As a facilitator of trade, we believe the report's insights will help SMEs to evaluate these new opportunities and tap into the regional recovery underway in Asia."

## >> In Brief - Asia-Pacific

#### DHL Judged Best at Aerospace Logistics

DHL has been named Aerospace Logistics Company of the Year in the 2010 Frost & Sullivan Asia Pacific Aerospace & Defence Awards. The company has strengthened its focus on the aerospace logistics sector by adding 7,620sq metres to its existing hub near Singapore's Changi International Airport, increasing it to 12,340sq metres.

#### Air Cargo Traffic Decimated in 2009

International air cargo traffic recorded a full-year decline in demand in 2009 of 10.1 percent according to latest airline traffic figures from the International Air Transport Association.

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