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Strong 2010 results for Deutsche Post DHL



Deutsche Post DHL increased its revenue and profitability during 2010 owing to a range of factors including economic growth, higher freight rates, new business and positive currency effects.

Group revenue rose by 11.4% to €51.5bn while underlying earnings before interest and tax (EBIT) increased by more than €700m to €2.2bn. The rise in reported EBIT was strong owing to lower restructuring expenses; EBIT in 2010 was €1.8bn compared with just €231m in 2009.

For the first time, DHL divisions contributed more to overall earnings than mail; DHL's underlying operating profit was €1.45bn, while mail generated €1.15bn.

In addition to operating improvements, positive effects from the sale of Postbank contributed to a strong increase in consolidated net profit which climbed to more than €2.5bn in 2010 from €644m in 2009.

Mail revenues fell slightly by 0.7% to €13.87bn. A new value added tax introduced in July and subsequent price discounts, coupled with the loss of Quelle business, were almost completely offset by revenue growth of more than 6% in e-commerce parcels within the mail division.

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The division's profitability was affected by higher wages, the effects of the introduction of value added tax and the cost of expanding the division's digital business. The underlying EBIT of €1.15bn was 19% below 2009.

The express division achieved a 12% increase in overall revenue to €11.1bn. That increase, along with the completion of restructuring in the United States, the United Kingdom and France, plus efficiency gains, more than trebled underlying EBIT to €785m compared with €235m in 2009.

The global forwarding freight division saw overall revenues rise by 27.6% to €14.3bn; underlying EBIT rose by 41.8% to €390m.

Revenues in the supply chain contract logistics business improved from €12.2m in 2009 to €13.3m in 2010 despite the loss of Quelle business. Underlying EBIT was €274m compared with an operating loss of €132m in 2009.

"Our strong performance in 2010 clearly demonstrates that we positioned ourselves at an early stage to be fit for the economic upswing and that our Strategy 2015 is increasingly bearing fruit," said Frank Appel, chief executive of Deutsche Post DHL. "This past year was an important milestone on our way to sustainably increasing the company's earnings strength."

Mr Appel said the group would focus on revenue and earnings growth. The company had built a foundation for stable profitability in its mail division and would exploit DHL's growth potential.

In 2011, Deutsche Post DHL is forecasting an EBIT of between €2.2bn and €2.4bn. With restructuring largely complete, the group does not anticipate significant non-recurring items and will no longer report a separate underlying EBIT.

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Canada Post launches online marketplace

Canada Post has launched an online marketplace that connects businesses with consumers, allowing target groups to receive product and service offers of interest to them.

The corporation has formed a strategic alliance to develop CentrSource.ca with CentrSource SA, a Swiss company providing e-commerce platforms. The online service is being positioned as of particular interest to small and medium-sized enterprises (SMEs).

"The power of CentrSource.ca is that it benefits both advertisers and consumers equally. Advertisers can reach customers instantly with offers that are geo-targeted, and consumers can improve their online shopping experience with searches that return time-sensitive offers on products and services only in the neighbourhoods where they want to shop," said Bob Westrope, founder and chief executive of CentrSource SA.

"By taking a proactive approach to the growing online advertising market, CentrSource.ca becomes a product extension that complements our existing print and physical ad mail products," said Laurene Cihosky, Canada Post's senior vice president of direct marketing. "We want to offer advertisers a way to leverage both physical and electronic channels to ensure maximum reach."



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The launch is part of Canada Post's strategy to seek new ways to extend its services by connecting businesses with their customers through both physical and electronic channels.

Postal Service and APWU reach agreement

The United States Postal Service has reached tentative agreement on a four-and-a-half year contract with the American Postal Workers Union (APWU) affecting about 205,000 clerks, mechanics, drivers, custodians and administrative workers.

The union's members now need to ratify the agreement which is said to include provisions that address the Postal Service's need to control labour costs and gain enhanced flexibility to match workforce to workload.

Meanwhile, the Postal Service and the National Rural Letter Carriers' Association await the decision of a third party on their new contract. Direct negotiations between the two parties reached deadlock on 20 November 2010 when the former contract expired.

ID checks offered at Canadian post offices

Canada Post is offering a new ID verification service for Canadians whose employers require a criminal record check.

Canada Post has reached an agreement with BackCheck, the country's largest provider of pre-employment screening, following an upgrade of the technology in post offices.

The process involves first registering online at BackCheck and printing the necessary forms. Individuals can then take completed forms and appropriate identification to their local post office where the clerk will witness the signature and scan the documents to BackCheck which conducts the checks.

The service is free to applicants.

Purolator underlines its logistics skills

Canada Post-owned Purolator has dropped "Courier" from its name to underline its transformation from an express company to a logistics services provider.

Tom Schmitt, president and chief executive of Purolator, said: "In addition to offering best-in-class courier services in Canada, our team of more than 11,300 dedicated teammates offers a broad range of logistical services tailored to our customers' business and personal needs. Purolator Inc and its subsidiary Purolator International Inc are a reflection of this reality."

Canada Post to give better access to information

Canada Post is to streamline its internal processes and reduce the backlog of requests for information under the Access to Information Act following a critical report from the body overseeing compliance with the Act, the Office of the Information Commissioner of Canada.

On 10 March, the Commissioner, Suzanne Legault, said: "We issued a red alert this year to Canada Post Corporation, which means that its performance was so far off the chart that we were unable to ascribe a rating."

The report found that Canada Post took 190 days on average to complete requests for information. Canada Post had, however, agreed with all five of the Commissioner's recommendations.

"We need to improve our overall performance while maintaining the level of review necessary to manage risks associated with commercially sensitive information," said Canada Post.

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Postal Service helps to fight fraud

The United States Postal Service joined with the US Postal Inspection Service to support National Consumer Protection Week from 06 to 12 March.

This year's theme was: "Your Information Destination: ncpw.gov". The two organisations publicised free resources to help people protect their privacy and avoid identity theft and other fraudulent schemes.

Consumers were able to visit www.deliveringtrust.com for free fraud education and prevention videos. The chief postal inspector and the postal consumer advocate advised on the top ten scams to watch out for.

In addition, the Postal Inspection Service offered four top tips to avoid becoming a victim of fraud.

CA\$2.2m in grants for mental health

The Canada Post Foundation has called on mental health charities to bid for funds by 15 April.

Grants of up to CA\$65,000 are available to front-line charities. In total, CA\$2.2m will be distributed following the 2010 fundraising campaign by Canada Post employees, customers and suppliers.

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FedEx and UPS in "Most Admired" list

Both UPS and FedEx featured once again in Fortune magazine's World's Most Admired Companies. FedEx achieved eighth place overall across all industry sectors and UPS achieved top place in the delivery company sector.

IATA to boost Cargo 2000

The International Air Transport Association has pledged to widen access to its Cargo 2000 initiative in order to improve communication between the different players that make up the international air freight supply chain.

FedEx Ground to build Indiana centre

FedEx Ground plans to expand its operations in Indiana by building a new US\$5m distribution centre in the city of Kokomo.



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Japan Post to ship parcels for Universal

Japan Post has signed an exclusive parcel agreement with Universal Studios Japan through which it will ship about 100,000 parcels of visitor souvenirs a year for the company's theme park in Osaka.

Japan Post aims to increase awareness of its services among younger people and families. It will establish home delivery counters at Universal Studios stores and will run vehicles carrying the Universal logo.

The theme park operator already mails some 100,000 tickets, member magazines and other items via Japan Post.

Labour cost savings in postal plan

Japan Post anticipates an operating loss of about JPY100bn in the current financial year. It has applied to the government for approval of a 2011 business plan that would cut labour expenses and scale back services.

In the first half of the current financial year the mail unit, Japan Post Service, registered an operating loss of JPY92.8bn. The company plans to save about JPY32bn in non-regular personnel costs by not renewing contracts and shortening working time to improve productivity.

Postal operators offer aid to Japan

The UPS Foundation is providing US\$1m in relief aid to support victims of Japan's earthquake and tsunami.

The funds will be used for in-kind transportation of emergency supplies, trained humanitarian logistics personnel and financial support.

The company resumed operations in Japan on 15 March but services remained suspended in the north, east and parts of the central area.

FedEx announced on 14 March that it would no longer accept shipments for Tokyo's Narita Airport and suspended delivery services in the eastern area. The company is working with humanitarian organisations to assist in bringing in critical medical and other emergency supplies.

DHL said it was doing its best to keep goods flowing while following guidelines and rules applied by the Japanese authorities. TNT resumed operations over the 12-13 March weekend, operating most pick-ups and deliveries in Tokyo and Osaka.

DHL gets back Aero Inventory parts

DHL Supply Chain has developed a solution to track down and consolidate almost 25m Aero Inventory parts and associated documents in 100-plus locations worth a total of some €300m.

In a three year, €10.6m contract with Aero Inventory administrators KPMG, the initiative will help the administrator in its efforts to return the UK company to solvency.

The contract involves expanding DHL's aerospace hub in Singapore by 55%. The company will recover and consolidate inventory from locations as diverse as El Salvador and China, developing an ongoing sales channel that will enable KPMG to maximise the sales value of the inventory.

DHL will create three gateways in Canada, Hong Kong and Japan to consolidate parts released worldwide and ship them to a single, global hub run out of its Singapore hub.

Toll seeks to exploit air freight growth

Toll Global Forwarding wants to grow in air freight following investing in acquisitions and its air freight services network.

The company, which has its headquarters in Hong Kong, sees opportunities in forecast air freight growth in Asia-Pacific markets of between 11 and 12.5%. Part of the company's plan is to offer air freight services to its existing ocean freight customers.

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DHL continues operations in Bahrain

TNT, UPS, FedEx and Aramex all suspended operations in Bahrain last week owing to growing unrest, but DHL, whose Middle East air hub is in Bahrain, said its operations were continuing.

Bahrain airport is one of six major DHL air hubs around the world used for stopovers and as the base for the company's Middle East air network.

DHL said its hub operations at the airport and its service centres were operating as usual. It was continuing to offer pick-up and delivery but many areas were challenging to access and there were some delays.

A spokeswoman said the road network was operating scheduled services as normal but the company was monitoring the situation closely.

TNT opens new Dubai hub

TNT Express has opened a new, 2,500m² air cargo handling facility at Dubai International Airport.

TNT said volumes on its freight network between Europe and the UAE had grown by more than 30% in 2010.

The hub has on-site cooperation with Dubai Police and the Customs authority.

Five new direct sea routes

DHL Global Forwarding has established five new direct less-than-containerload (LCL) ocean freight links to the Middle East.

The routes are: Bremen to Doha and Damman; and Bremen to Quaboos, Bahrain and Kuwait. The company said they would shorten transport time by between 25 and 29 days by going direct by sea. Until now, cargo was shipped to Dubai and loaded on to trucks for onward transport.

DHL to deliver for DUBAL

DHL Express has signed a two-year contract with the Dubai Aluminium Company Limited (DUBAL) as the official logistics partner delivering international shipments.

The company said DUBAL was the industrial flagship of the UAE and one of the largest non-oil contributors to the economy.

"Our partnership with DUBAL further strengthens our position as the leading logistics company in the UAE and we look forward to working together to meet DUBAL's diverse international courier requirement," said Frank Ungerer, country manager for DHL Express UAE.



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eBay becomes a E-Postbrief partner

Deutsche Post has formed a partnership with eBay to integrate its electronic letter 'E-Postbrief' as a verification tool in eBay's processes.

The company said it wanted to develop innovative ways to identify verification in cooperation with eBay, while eBay Germany's managing director, Stephan Zoll, said that identity verification of eBay members had always been central to the company's security measures.

Deutsche Post has announced that consumer electronics provider Medion is to be an E-Postbrief user, initially for sending employee documents but possibly for customer communications in future. A German portal for craftsmen, My Hammer, is also using E-Postbrief.

Microsoft has signed up as a technology partner allowing businesses to use their normal IT applications to access E-Postbrief and send secure communications directly from Office software.

Digiposte is rolled out to the French public

Le Groupe La Poste has completed its pilot of Digiposte, an electronic mailbox for receiving, storing and sharing digital documents.

It is rolling out the product to the public with business customers such as banks and service companies already signed up to offer statements and communications to their customers in digital format.

Users during the pilot phase included ADP, a company specialising in managing wages and human resources, Crédit Mutuel Arkéa and La Banque Postale.

Digiposte is part of La Poste's strategic project: "Reinventing Mail 2015". Jean-Paul Bailly, Chief Executive of Le Groupe La Poste, has set a goal for the Digiposte to be the standard for secure business-to-consumer digital exchange in France.

Postage via mobile phone from April in Denmark

Post Danmark is to introduce an electronic postage stamp obtainable from mobile phones on 01 April.

Mobilporto works by supplying purchasers with a figure and letter code in response to a text message "PORTO" sent to 1900. Purchasers simply write the code on their letter and post it. The cost of postage will be included in their next mobile phone bill.

Initially, the Mobilporto service will be available for standard letters weighing up to 50 grammes. The code supplied must be used within seven days and cannot be reused.



NetPosti gains 300,000-plus users in Finland

Itella's NetPosti electronic mailbox now has more than 300,000 users with 200,000 signing up for the service since 2007.

NetPosti was first launched in 2001 to provide electronic delivery and archiving of letters, documents and invoices.

Poste Italiane increased its 2010 operating profit by 16.9% to €1.87m on total revenue up 8.7% to €21.8bn. Consolidated net profit rose by 12.6% to €1.02m.

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A positive performance by the group's insurance services contributed strongly to the result with the value of premiums written rising 34% from €7.1bn in 2009 to €9.5bn in 2010.

Postal revenue was down 3.1% owing to volume decline. Poste Italiane's chief executive Massimo Sarmi said the group's strong profit growth showed that it was capable of good performance despite progressive decline in postal volumes.

The financial services division saw a slight revenue reduction (0.4%) but benefitted from exceptional inflow into postal savings products. Income from current accounts was up by 1.7% to €2.7bn.

Le Groupe La Poste increases full year profits

Le Groupe La Poste grew its profits in 2010 achieving a 3.5% increase in operating profit to €784m and a 3.5% increase in net profit to €550m. Turnover rose by 2% to €20.94bn.

While mail volumes continued to decline (by 3.5% in 2010 compared with 5% in 2009), parcels grew by 9.8% at GeoPost and by 2.7% at ColiPoste, the domestic parcels operation.

Overall, express and parcels saw revenues increase by 6.3% to €4.84bn. GeoPost revenue rose by 7.3% to €3.4bn while ColiPoste saw 4% revenue growth to €1.44bn.

The group invested in four new mail depots and in modernising post offices and operational facilities.

Chief executive Jean-Paul Bailly announced a €60m profit-sharing pay-out equal to €245 per employee, 11% more than the employee profit share the preceding year.

Poste Italiane is general secretary to new Euromed group

Poste Italiane is acting as general secretary to a new postal cooperative group covering 14 Mediterranean countries.

Postal Euromed was formed at its first general meeting in Rome on 16 March to implement a shared policy for the postal sector within the Mediterranean region; develop new technologies for efficient mail service; establish a common platform for e-commerce and encourage closer collaboration in financial and communication services.

The group comprises Italy, France, Greece, the Principality of Monaco, Malta, Cyprus, Slovenia, Turkey, Lebanon, the Palestinian National Authority, Egypt, Morocco, Syria and Jordan. The founding chairman of the new board of directors is Sherif Battisha, deputy chairman of Egypt Post.

Poste Italiane will draw up a three-year strategic plan and will manage projects that will be presented to major European and international funding institutions.

"Postal Euromed represents an important means of supporting and promoting forms of partnership between Mediterranean countries in the logistics, technology and financial sectors," said the Poste Italiane chief executive Massimo Sarmi.

Cooperation a priority

"Cooperation in the Mediterranean has been a priority for Poste Italiane for many years, as testified by the numerous agreements drawn up with postal operators in Egypt and Lebanon with regard to infrastructure and technological innovation, advanced payment systems, digital services and mobile telephony," Mr Sarmi said.

In its full year results report, Poste Italiane highlighted its role as an advisor to postal services in the Mediterranean and east European area. It said it had raised its profile during 2010, entering into a large number of technology related agreements.

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Poste Italiane is exporting know-how to Russia, Egypt, Albania and Lebanon and is partnering postal providers in Argentina, Saudi Arabia, the United Arab Emirates, Morocco, the Netherlands, San Marino, Chile and Vatican City.

Roger Cook heads DHL Global Forwarding

Roger Cook has moved from his post as DHL Express's head of Asia-Pacific, Eastern Europe, the Middle East and Africa to become the member of the Deutsche Post AG board of management responsible for DHL Global Forwarding.

He replaces Hermann Ude who has agreed an early termination of his board membership by mutual consent with the company. Mr Ude stepped down on 08 March amid "diverging views on the future strategic focus of the company". He leaves the company on 31 March with the supervisory board's gratitude for his contribution.

Roger Cook, 54, has run the express business in Asia since the end of 2010, holding the express seat on the group's board of management. Previously, he was chief executive of DHL Express Americas and a co-founder in 2002 of Global Customer Solutions, a unit looking after the group's top 100 customers.

In a separate decision by the supervisory board, Ken Allen's mandate as chief executive of DHL Express was extended for another five years.

Parcels and logistics boost Austria Post's revenue

Austrian Post's parcels and logistics business gained additional revenues that more than compensated for the decline in addressed letter mail volume in 2010.

The group's total revenue rose 0.3% to €2.35bn, adjusted on a comparable basis to take account of a change in reporting for pre-paid telephone cards. Earnings before interest and tax (EBIT) were up by 5% to €156.9m.

Mail division revenue fell 0.5% to €1.39bn. The company said it was able to offset the effects of substitution with intensive customer acquisition, election mailings, one additional working day and a positive trend in advertising mail.

Total parcel and logistics revenue rose by 4.4% to €802m and EBIT improved from a loss of €9.3m in 2009 to over €10.5m in 2010.

Revenue from the branch network declined by 16.7% to €157.9m, affected not only by mail volume decline but also lower sales of telecommunication products and banking services. Since January 2010, only the commission derived from pre-paid phone card sales is recognised as revenue, rather than the nominal value included previously.

For 2011, Austrian Post aims to achieve group revenue growth of between 1 and 2%. The company said it should be possible to compensate for volume pressure, taking account of equity consolidation of its 65% stake in its joint venture Meillerghp. It expects growth of more than 6% in its parcels and logistics business.

The aim is to achieve a sustainable margin on earnings before interest, tax, depreciation and amortisation of 10 to 12%.



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Swiss Post in mail deal with Ireland's Nightline

Swiss Post has formed an international mail partnership with Irish parcels operator Nightline which has plans to exploit the opportunities presented by upcoming mail liberalisation.

Under the partnership, Nightline will consolidate its customers' international mail and small parcels and fly them via commercial aircraft to Swiss Post's facility near London's Heathrow Airport. The Nightline mail will then be distributed in Europe, the United States and Asia via Swiss Post's network.

Nightline set up a specialist mail division, Eirpost, in December last year. It expects the partnership with Swiss Post to boost its international mail business and plans also to expand into other aspects of mail, including a downstream access agreement with An Post.

Swiss Post International said the three year partnership would focus initially on outbound mail but the two partners would look at other possible opportunities including inbound international mail once the downstream access agreement was in place.

Swiss Post has similar partnerships with operators in the United Kingdom and Spain.

Simpler mail and easier access in Austria

Austrian Post is to simplify its range of mail products from 01 May by reducing its 14 current products to just five: Standard, Standard Plus, Maxi, Maxi Plus and Large Letter.

Customers will be able to stamp their mail at home and post all five products in street letter boxes. They will have a choice between priority, next day delivery and an economy service delivering in two to three days.

In addition, Austrian Post is to provide secure post boxes where consumers can collect their parcels using an individual access code.

The changes to the mail service result from a survey of 300,000 consumers. Respondents wanted simpler products and the ability to specify where their parcels and mail should be delivered.

Half the survey respondents lacked information about Austrian Post's online services, therefore, the company plans to step up its communication effort while expanding its online offer.

Correos offers express from post offices

Correos and its parcels subsidiary, Chronoexpres, are piloting two express parcel products for sale at post offices with roll-out across Spain planned within three months.

Chrono 10 and Chrono 14 offer next day delivery before 10.00 am and before 14.00 pm. They are aimed at small and medium sized enterprises (SMEs) seeking fast, guaranteed delivery at an affordable price.

The launch is in line with the company's 2011-2014 business plan to introduce a greater customer focus through integrated solutions tailored to need.



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Finnish postal workers protest Act

Workers at Itella Posti sorting centres walked out on 14 March continuing a series of stoppages in protest against Finland's new Postal Act which brings into Finnish law the European Union Directive requiring that EU member states open up their postal markets to competition.

Itella warned that letter and parcel deliveries would be delayed. It apologised for inconvenience caused saying the protests were regrettable.



Correios most trusted public service

CTT-Correios of Portugal has again been voted the most trustworthy Portuguese public service brand in the Reader's Digest annual survey.

The company said the award strengthened its resolve to continue meeting customer expectations and developing good practice.

Pharmacy supplier chooses ThermoMed

Pharmaceuticals supplier, ALK-Abelló Arzneimittel, has decided to switch all its deliveries to pharmacies in Germany to the trans-o-flex ThermoMed temperature-controlled service.

The pharmaceutical supplier was using trans-o-flex's standard network for most products.

These are now to be transported in the ambient compartment of ThermoMed vehicles to benefit from temperatures between 15 and 25°C, temperature monitoring and a written quality assurance certificate.

Return to growth spurs on In Time Logistik

Hannover-based In Time Logistik plans to expand its express and time-critical services beyond its core automotive parts business to new sectors and geographic areas.

Since November, In Time Logistik has been operating a dedicated site in the Czech Republic and it plans to set up in other east European countries.

It has already expanded into temperature-controlled transport and secure air cargo transport for one customer and intends to develop special shipping services in other industries.

Geodis raises revenue by 31% in 2010

Geodis, the French transport group owned by SNCF, increased its revenue by 31% to €6.6bn in 2010 through both acquisition and organic growth of 11.6%.

Operating profit rose from a €40m loss to a profit of €35m with all divisions contributing to revenue growth. The freight forwarding division increased its revenue by 50% to account for 36% of group revenue. French express operator Calberson generated about €1.85bn in revenue to account for 25% of total revenue.

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UK post office workers vote to strike

Workers employed at main "Crown" post offices in the United Kingdom have voted 93% in favour of strike action in a dispute over pay and job security. Post Office Ltd has not offered a pay increase on account of the losses being sustained by the retail network.

Three more routes for DPD Netherlands

DPD Netherlands has added three more destination countries to its Direct Connect Europe scheduled road service formerly named Direct Line Haul. The non-stop service now delivers to Hungary, the Czech Republic and Norway as well as France, Italy, Spain, the United Kingdom and Switzerland.

TNT shareholders choose stock over cash

On 21 February, TNT NV declared a second interim dividend of €0.29 per ordinary share payable either in shares or in cash. Sixty percent of outstanding capital elected for dividend to be paid in shares, resulting in about 3.62m new ordinary shares being issued as stock dividend.

Double-digit growth for Night Star Express

German-based Night Star Express says it generated double-digit growth in shipping volumes in 2010, transporting more than

4m shipments for the first time, an increase of 14%. The company has opened a new hub in central Germany and it is targeting further growth.

GLS Belgium boosts security

GLS Belgium has installed a new video surveillance system at all its sites to gain permanent shipment tracking, increased security and transparency for parcel and freight handling.

TNT Innight retains Jungheinrich contract

TNT Innight has retained a contract with forklift truck and materials handling equipment provider, Jungheinrich. Since 1995, TNT Innight has been delivering spare parts and operating returns management for the company in Europe.

Correios organises multi-national training

A training course organised by CTT-Correios of Portugal has been completed by senior staff from the national postal operators of Mozambique, Guinea-Bissau, Cape Verde, Peru, Venezuela, the Dominican Republic, Chile, Guatemala and Portugal.

UPS leases warehouse space

UPS Germany has signed a leasing contract with the logistics real estate developer Gazeley for warehouse and office space to store and distribute promotional items for Merck Pharma.



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