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## TNT Post to be named PostNL after demerger

TNT Post will be renamed PostNL and will continue to carry the "Royal" (Koninklijk) designation after 25 May, when shareholders will be invited to give official approval for the demerger of TNT Post and TNT Express at their Annual General Meeting.

PostNL will focus on the mail, parcel and e-commerce market in Belgium, Germany, Italy, the Netherlands and the United Kingdom.

Its chief executive, Harry Koorstra, said the range of activities were a logical choice in light of a "drastic" increase in the company's national and international parcels business, resulting from growth in e-commerce. Addressed and unaddressed mail was a key link in the e-commerce chain, he said.

"We are also increasingly directing our efforts towards supporting e-commerce by offering ready-to-use webshops, for example, and by taking on the entire logistics chain for online retailers", said Mr Koorstra.

The company believes its reputation for reliability and its network of outlets in the Netherlands make it an essential link between the physical and online worlds.



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E-commerce director Dirk van Lammeren said at the European Postal Services conference in London that PostNL customers would be able to “pick and mix” from a broad range of modules including webshops selling post-related products, content management and order and stock management as well as parcel collection, sorting and delivery. The company wants to move away from simple parcel delivery to offer “e-integrator chain solutions” and online retail management.

The announcement of the new name for TNT’s postal business unit marks the final stage in the company’s preparations to demerge express and mail and form two separate companies: PostNL and TNT Express, each with its own supervisory board.

PostNL’s new, three-sided logo and corporate identity will retain the current orange colour and will be used in all communications in the Netherlands from 31 May onwards, while vehicles, uniforms and buildings will be rebranded in stages. Outside the Netherlands, rebranding will take place later.

## Americas

### USPS labour deal is the best possible says Donahoe

The tentative labour agreement between the United States Postal Service and the American Postal Workers Union (APWU) represents “the best possible outcome” that the Postal Service could have achieved under current law, according to US Postmaster General Patrick R Donahoe.

In testimony before the US House of Representatives Committee on Oversight and Government Reform, Mr Donahoe said the agreement, which must be ratified by APWU members, would allow the Postal Service to achieve its goals of “greater workforce flexibility, immediate financial impact and long-term structural changes”.

Once ratified, the agreement would provide the Postal Service with immediate cost relief by freezing wages for the first two years. It establishes a two-tier career pay schedule for new employees at a level 10.2% below the existing schedule; it also allows the proportion of non-career employees to rise from the current 5.9%, with restrictions, to an unrestricted level of some 20%.

Overall, the Postal Service says the new contract represents savings of US\$3.8bn. Emphasising the need for a responsible pay agreement, Mr Donahoe told the committee that the Postal Service had been responding over the past two years to an unprecedented 21% decline in mail volume.

“We have reduced 110,000 employees and US\$11bn in costs”, he said. However, despite those efforts, the Postal Service recorded a net loss of US\$8.5bn in 2010.



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**Implementation the key to five-day delivery savings**

The United States Government Accountability Office (GAO) has evaluated the US Postal Service’s proposal to move from six to five delivery days a week, highlighting both potential cost savings and possible risks.

“The extent to which the Postal Service can achieve cost savings and mitigate volume and revenue loss depends on how well and how quickly it can realign its operations, workforce, and networks; maintain service quality and communicate with stakeholders”, the GAO stated.

The GAO said the Postal Service has spent considerable time and resources developing plans to facilitate this transition but risks and uncertainties remained, including the possible effect of price increases on mail volumes and revenues.

The Postal Service estimates net cost savings of US\$3.1bn from the move to five-day delivery. That would be achieved mainly by reducing employee working hours and costs. It also estimates that five-day delivery will result in minimal mail volume decline.

Responding to the GAO’s study, US Postmaster General Patrick R Donahoe said: “We are pleased to see they agree that the Postal Service is likely to achieve significant cost savings if this change were to be effected and that much of its success depends on how efficiently it is implemented. We agree and believe that having completed a lengthy planning process we are prepared to make that happen.”

**US Postal Service recognises its top suppliers**

The United States Postal Service has presented awards to 13 of its suppliers for superior performance and delivery of optimum solutions that reduce costs, enhance performance, maintain high levels of service and provide innovative and sustainable solutions.

At a ceremony at Postal Service headquarters, the 2010 winning companies received awards in six categories: Supplier Performance, Supplier Excellence, Supplier Innovation, Supplier Diversity, Supplier Sustainability Excellence, and Postal Supplier Council Excellence.

“Your continued innovative ideas will help the Postal Service grow the business, improve the customer experience, and become leaner, faster and smarter,” said Postmaster General Patrick R Donahoe.

**Deutsche Post DHL sells US freight business**

Deutsche Post DHL has sold its United States freight business, Exel Transportation Services, to Hub Group for US\$83m in a strategic disposal.

Hub Group has renamed Exel Transportation Services Mode Transportation. The acquisition comprises about 300 independent business owners in North America, corporate offices and a company-managed temperature protected services division, Temstar.

Hub Group specialises in intermodal transportation claiming to be the third largest truckload broker in the United States.



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### FedEx Trade Networks opens Chicago operation

Ocean and air freight forwarder FedEx Trade Networks has opened an office with on-site warehousing and distribution facilities close to Chicago's O'Hare international airport. The office spans more than 9,600m<sup>2</sup> and distribution facilities almost 7,900m<sup>2</sup>.

The company said it would use a gateway operating model in Chicago to provide efficient and cost-effective operations for consolidated, heavyweight and international cargo shipments. President and chief executive Fred Schardt said FedEx Trade Networks could improve efficiency, transit times and overall costs for customers.

### DHL handles logistics for Bristol-Myers Squibb

DHL's supply chain unit in North America has won a logistics contract to handle United States distribution for biopharmaceutical company Bristol-Myers Squibb.

Under the contract, DHL will purchase the existing Bristol-Myers Squibb distribution centres in Mount Vernon, Indiana, in the second quarter of this year. After taking over operations in Mount Vernon, DHL will open and manage a second distribution centre for Bristol-Myers Squibb on its campus in Mechanicsburg, Pennsylvania.

The logistics operations being undertaken by DHL include finished goods distribution services, including storage and distribution of cold chain and ambient products, clinical trials, samples and exports.

"DHL's expertise in both the life sciences sector and real estate was crucial in creating the right solution for Bristol-Myers Squibb", said Joe Puleo, vice president business development at DHL's North American supply chain unit.

### US-Dubai flight offers faster transit

FedEx Express has introduced a B777F air freight service from Memphis in the United States directly to Dubai five days a week. From Dubai, the flight continues to Paris and Delhi before returning to Memphis.

The company said it had cut transit times by one business day for customers shipping between the US, the Middle East, India and Europe.

## >> In Brief - Americas

### UPS aircraft mechanics accept pay deal

After four years of talks, aircraft mechanics at UPS Airlines have voted overwhelmingly to accept a new labour agreement that will run until 01 November 2013. According to US media, the mechanics will receive a 17% pay increase over the period of the contract.



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### E-commerce central to Australia Post services

E-Commerce will play a central role in Australia Post's online product offering in response to the 10% volume drop in letter mail since 2008, according to Richard Umbers, executive general manager for e-services at Australia Post.

Speaking at the European Postal Services conference in London, he went on to say: "Our future is in e-commerce, communications and trusted services rather than letters, parcels and retail. E-commerce is the opportunity and parcels is a subset of e-commerce. We want to be the preferred partner for the e-commerce industry." Mr Umbers claimed that Australia Post was already the largest e-commerce player in the country and now wanted to have a central role in getting Australia online.

In 2010 Australia Post launched an online shopping portal, Click 'n Send, and acquired SecurePay, an online payments company. "We can now build websites with embedded payment and parcel delivery services", he said.

### New Zealand Post chooses Zumbox platform

New Zealand Post has purchased an exclusive national licence to use the Zumbox digital postal mail platform to offer the secure digital delivery and storage of postal mail.

The Zumbox platform is locally deployable software based on street addresses: for every street address, the platform offers a corresponding digital mailbox where postal mail can be stored digitally in a centralised, secure location.

"As customer preferences change with technological advancements, New Zealand Post is committed to a future that meets our customers' mailing needs both physically and digitally", said Sohail Choudhry, general manager, integrated communications, at New Zealand Post.



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### Postage rates rise in Australia

Postage prices for letters, parcels and express rose in Australia on 04 April to take account of inflation and rising costs, especially for transport and labour.

The average weighted price across all products and services rose by 4%. Domestic parcels went up by 4.1%, express post by 3.7%, international letters by 2.9% and international parcels by 5%.

### SingPost enhances its international parcel tracking

Singapore Post is to replace its three current item tracking systems with one integrated system for international parcels provided by two companies, Postea and Skillweb.

Postea provides mail and logistics technology solutions while Skillweb's Houndit software offers delivery control and security. Under their partnership agreement, the companies have developed the PostMarque system for deployment to Singapore Post.

PostMarque is hosted in a cloud computing environment and utilises handheld mobile devices. The partners say it will support delivery, collection and returns, providing added functionality including SMS, text and email, GPS tracking, image capture and job allocation.

"PostMarque supports our vision to be the premier provider of mail, logistics, e-commerce and retail solutions in the region", said Ng Hin Lee, Singapore Post's chief executive officer for postal and corporate services. "This innovative system will enable us to gain efficiencies throughout the distribution process, offer a wider range of products and services, and enhance the customer's overall experience with Singapore Post."

### DHL pilots its parcel Servicepoints in Dubai

DHL Express is piloting the use of its automated, Servicepoint 24/7 parcel collection and delivery units in Dubai.

Five of the self-service units have been installed in metro stations, a service station and commercial buildings. The project is being conducted in conjunction with the Dubai department of economic development and is the first expansion of Servicepoint 24/7 outside Germany.

The consolidation of shipments at these designated locations provides a simple and sustainable shipping service for individuals and small businesses as well as larger companies and organisations. By reducing the number of delivery trips required, the Servicepoints contribute towards reduced congestion and carbon emissions.

### TNT Economy Express moves into Laos

TNT Express is extending its international Economy Express service to and from Laos in south-east Asia in response to the country's economic growth.

The service provides businesses with a day-definite, customs-cleared, door-to-door delivery service for non-palletised shipments weighing up to 500kg. Delivery is guaranteed within two to five working days depending on origin and destination.



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### More posts sign up for UPU quality monitoring

More than 30 additional postal operators have joined the Universal Postal Union's (UPU) Global Monitoring System (GMS) which uses radio frequency identification (RFID) to measure the quality of service for international mail.

GMS is now operating in 48 countries according to the UPU. Pos Malaysia signed up in 2009. The postal operator said GMS's robust diagnostics were a great help in showing where it had not performed and how it could address service failures.

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**UPS operates new flights from Tokyo**

UPS has launched new direct flights four times a week from Tokyo to Taipei, Taiwan, and once a week from Tokyo to Guangzhou, southern China. The company says that the new flights strengthen air links with Tokyo and demonstrate UPS's commitment to Japan, confident of the country's recovery from the earthquake and tsunami.

**UPS strengthens its senior management team**

UPS has broadened its top management team in Asia, a key strategic region leading its international volume growth. As well as appointing managing directors for Taiwan and Hong Kong-Macau, and a president for UPS South District, the company has appointed a senior vice president of supply chain and healthcare for Asia-Pacific, Craig Foster.



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### Campaign to boost online sales in Belgium

Belgian postal operator bpost has teamed up with Google and telecoms provider Belgacom in a government-backed campaign to encourage more small and medium-sized businesses (SMEs) to build up their e-commerce activities.

Within the 'Your Business Online' campaign, bpost will offer discounted rates for shipping goods purchased from new SME websites; Belgacom will provide a free domain name, plus website creation and hosting for six months, while Google will incorporate the new e-retailers into Google Maps and give €100 worth of free advertising. The aim is to get 20,000 more Belgian SMEs online by the end of 2011.

Only 200,000 of some 1m SMEs in Belgium have an online presence and as few as 28,000 actively trade on the internet. Belgium lags behind the rest of Europe with an average annual online per capita spend of €253 and total e-commerce revenues of around €2bn.

Frank Jahn, bpost's managing director for parcels and express, said his company wanted to focus heavily on SMEs to develop its e-commerce business and build up parcel volumes generated locally—at present, more than half the parcels delivered in Belgium come from abroad.

To support the e-commerce market bpost plans to install 200 to 250 parcel collection terminals next year as an alternative to home delivery; its parcels and express business, Taxipost, already offers delivery to 1,100 collection points at post offices and other retail outlets, plus fulfilment and returns services.

### Austrian Post to launch budget addressed mail

Austrian Post is planning to launch an economical addressed mail product through its unaddressed mail subsidiary, Feibra.

Speaking at the European Postal Services conference in London, Georg Pözl, Austrian Post chief executive said the new mail business will have an aggressive pricing strategy in order "to price competitors out of the market". He added: "It worked well in unaddressed mail and I think it would work well in the addressed area". Austrian Post aims to defend its leadership position in the national mail market with good service and efficient operations.

The company is also developing an online platform, offering electronic versions of traditional postal products and new e-services. "This business will never be the size of the business we lose [from declining mail volume] but I believe we have to go there. At least we will be part of the e-substitution", said Mr Pözl.

### Polish operator boosts parcels through Facebook



Polish mail and parcels operator InPost is responding to decline in mail volume by focusing strongly on growing its parcels business, making heavy use of online social media.

The listed company delivered 30% of unaddressed mail and 10% of addressed mail in Poland last year. It has built up a following of some 260,000 fans on its Facebook page and says its Facebook sales application, InFlavo, has helped users to create 210 e-retail outlets and an online marketplace.

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E-retailers trading through InFlavo use InPost's network of 420 self-service parcel drop-off and collection terminals branded easyPack 24/7 for parcel delivery, currently used by 110,000 registered users. The company says it wants to expand its network to 800 machines by the end of 2012.

"The easyPack 24/7 machines cut last-mile costs by 80% and replace 10 delivery workers", said InPost chief executive Rafal Brzoska. "A 97% of parcels are delivered to the terminals one day after posting, and 51% of the goods are collected within six hours of being deposited there."

InPost wants to share its know-how with partners. Mr Brzoska said: "The real future is when e-commerce is pan-European without any barriers."

### **Yodel wins contract from Hughes Electrical in UK**

British home delivery parcels operator Yodel has won a contract to deliver all online orders across the United Kingdom for specialist electrical supplier Hughes Electrical.

Yodel said it would make 125,000 deliveries a year for Hughes ranging from small personal digital products to large kitchen appliances. Hughes was attracted by Yodel's two-man service providing assembly and connection to power and water supplies as well as delivery by two Yodel drivers.

### **DHL Global Mail to focus on cross-border parcels**

DHL Global Mail is to concentrate on generating growth from online services and cross-border parcels in future and will change its name to reflect the range of activities in which it is involved.

The core business of DHL Global Mail, a Deutsche Post DHL business unit, has been the provision of international mail services and parcel delivery as well as the group's domestic postal operations in the Netherlands, Spain, the United Kingdom and the United States. In 2010, DHL Global Mail saw its volumes drop by almost 10% to 6bn items although its revenue rose by 3.3% to €1.73bn.

Chief executive Thomas Kipp signalled a change of emphasis for the company at a media workshop in Frankfurt: "We are changing from a physical mail distribution service provider to an online and parcel-oriented company", Mr Kipp said. "The name Global Mail misrepresents what we actually do. It's clear that we want to change the name."

By the end of this year, DHL's cross-border parcels and returns network will cover exports from Germany to 21 European Union states. The company believes that cross-border e-commerce will see massive growth as obstacles fall, while intercontinental e-commerce will also increase through imports from Asia and America.



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## Accenture predicts 44% drop in global mail volume

Global mail volumes could drop by 44% in the next ten years but the prospects for parcels growth driven by e-commerce look strong, according to Accenture.

The consultancy firm's global head of postal business, Brian Moran, told delegates at the European Postal Services conference in London that postal operators would have no choice but to go digital, developing a portfolio of electronic services that go beyond trying to sell existing services online.

"The market is ready for e-services and posts need to move fast. They will bring the power of their brands and network", said Mr Moran. He warned, however, that other organisations, including governments, were also positioned to offer a range of electronic services that could compete with posts' online activities.

Accenture has more than 20 postal clients worldwide, and has added digital post services to its service range for the postal sector.

E-commerce was another clear opportunity: "The golden era for parcels in the postal sector is just beginning", Mr Moran said, although he remains pessimistic about future prospects regarding financial services for postal operators.

Accenture predicts that world postal volumes will slump to 165b items in 2020, compared with 297b in 2009. North America could see a 49% drop, Europe about 35% and Asia Pacific about 31%.

## Swiss Post sees group profit rise by 25% in 2010

Swiss Post increased its group profit in 2010 by 25% compared to last year to CHF910m and its operating income rose by 2.1% to CHF8.74b. The company is proposing that CHF100m of profit be used to finance the pension fund and CHF200m be distributed to the government and to increase equity further.



The main contributors to Swiss Post's profit growth were increased customer deposits with a resulting rise in net retail financial income; cost savings in the communications and logistics markets and higher parcel volumes.

Earnings before interest and tax (EBIT) were CHF930m and EBIT margin was 10.7%. Investments of CHF364m were financed out of Swiss Post's own funds.

Swiss Post generates 61% of group earnings from its retail financial business, PostFinance, whose operating result (EBIT) was CHF571m.

The group's communications unit comprises four businesses: PostMail, which achieved an EBIT of CHF199m, CHF1m above 2009; Swiss Post International (SPI), whose EBIT was CHF49m, CHF4m lower than 2009; Swiss Post Solutions, with an EBIT of CHF7m compared with a 2009 loss of CHF25m; and Post Offices & Sales, which reduced its operating (EBIT) loss to CHF108m from CHF113m.

In the letters market Swiss Post said the negative impacts of a 1.5% decline in domestic addressed volume, price reductions in 2009 and the introduction of VAT were offset by efficiency gains. SPI's lower profit was due mainly to the one-off expense of restructuring after Deutsche Post's decision to import parcels through its own company rather than Swiss Post.

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In the logistics unit EBIT rose from CHF45m in 2009 to CHF164m. PostLogistics benefitted from a 3.8% increase in parcel volumes thanks to economic improvement and e-commerce, coupled with efficiency gains.

PostBus, Swiss Post's passenger transport unit, achieved an EBIT of CHF28m compared with CHF27m in 2009.

Swiss Post said it would aim to keep costs under control while diversifying its earnings across as wide a base as possible.

**Improved operating results for Belgium's bpost in 2010**

Belgian postal operator bpost improved its operating results in 2010 but reported a lower net profit of €209m compared with €290m in 2009.

Underlying earnings before interest and tax (EBIT), excluding one-off costs and receipts, were €319.2m compared with €240.1m the previous year. The company said the positive growth was due to cost reduction and 3% higher turnover at €2.32bn, driven by economic recovery and new revenue sources such as parcels, end-to-end solutions and financial services.

Expressing satisfaction at "strong" results, bpost chief executive Johnny Thijs said employees would receive 5% of the profit through the profit-sharing scheme plus a one-off bonus laid down in the 2011 collective bargaining agreement. Each full time employee with a non-variable salary will receive a bonus rising to more than €740 after tax.



Looking ahead Mr Thijs said volumes had come under mounting pressure in the past three months with a decline of about 3% resulting from electronic substitution. "The implementation of the strategic plan 2011-2015, which factors in this faster fall in volume, is therefore critical", said Mr Thijs.

He also pointed out that an unexpectedly sharp rise in inflation would lead to earlier and far-reaching index adjustments and additional wage costs. Every 1% rise in the index adds €12m to bpost's annual personnel costs.

**France's Le Groupe La Poste receives first tranche of €2.7bn funding**

Le Groupe La Poste has received the first tranche of its €2.7bn capital increase designed to finance its modernisation of mail operations and enable growth in parcels and express services.

The French Government has given La Poste €467m and the state-owned bank, Caisse des Dépôts (CDC), has contributed a further €583m.

CDC gained a 26% stake in La Poste last year after it became a public limited company. With the government, CDC will contribute a further €1.05b this spring and the remaining €600m in spring 2012.

Three CDC representatives have joined the La Poste board of directors, attending their first board meeting on 07 April.

On 13 April, the French council of ministers appointed Jean-Paul Bailly president of La Poste's management board and president and chief executive of Le Groupe La Poste.

Questioned by the economic commissions of the French parliament and senate in accordance with the law, Mr Bailly said he agreed with CDC on the creation of working groups to develop cooperation and synergies within La Poste.

Some of the areas to be covered by the new working groups are employee shareholding in La Poste, e-business and collaboration between networks.

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Mr Bailly said that one notable area for development would be cooperation across all areas of local financing for very small enterprises, entrepreneurs, associations and social bodies.

### Deutsche Post boosts its stake in online advertising

Deutsche Post has acquired German company Adcloud, which is a specialist provider of performance-based online advertising. The media is billed according to measures such as cost per click or cost per order.

The company said Adcloud would strengthen its position as a neutral provider of the placement and marketing of online advertising. The acquisition follows Deutsche Post's purchase of targeting platform, nugg.ad and, according to the company, is another strategic step towards becoming a strong service provider of online advertising.

Adcloud will operate as a subsidiary of Deutsche Post retaining its existing management team. It will help agencies and marketers to expand their advertising businesses, providing a technology platform and open marketplace for the exchange of online advertising.

### Posten Norden develops its group-wide IT platform

Posten Norden has gained further synergy in its IT systems since its creation as a result of the merger between Posten AB of Sweden and Post Danmark.

Following a Nordic procurement process, the company has signed four-year agreements worth about SEK125m a year with two companies, TeliaSonera and TCD. These will provide integrated telephony and data communication via a group-wide platform.

TeliaSonera will supply fixed IP and mobile telephony and purchased phones, while TCD will supply wide area network (WAN) and video conferencing solutions.

The new agreements cover the group's operations in Sweden, Denmark, Norway and Finland.

### France's Le Groupe La Poste fixes targets for sex equality

Le Groupe La Poste has reviewed equality between men and women within the organisation and has subsequently made a new agreement with four unions to reflect this.

The objective of this agreement is to have at least 30% of its management positions held by women and for women to account for 51% of its workforce as a whole.

The agreement sets out three priorities: strengthening the sex mix across all the company's jobs and skills through internal and external recruitment; facilitating a balance between parenthood and work and combating stereotypes through an internal communication campaign to engage employees in balanced recruitment and gender equality.

The agreement lasts for three years. Each business area will develop an action plan which will be submitted to a committee for annual review.

### Later PostPac acceptance extends to more outlets in Switzerland

Swiss Post is extending its latest acceptance time for PostPac priority items at 64 post offices which means that 200 Swiss post offices will now accept parcels until 16.00hrs for next day delivery. The cut-off time at other post offices for next day delivery will remain at noon.

Customers would be able to locate their nearest post office with extended acceptance times by using its smartphone application which 150,000 customers have already downloaded and used almost 3m times.



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### TNT Express Germany wins service award

TNT Express Germany has won 'Germany's most customer-oriented service provider' award given jointly by financial newspaper Handelsblatt, Gallen University's Institute of Insurance Economics and the rating agency, ServiceRating.

The award recognised TNT Express for offering the best added value-for-money in Germany.

### Dutch Sandd gains approval to buy Selektmail

Private mail operator Sandd has received permission from the competition authority in the Netherlands to purchase its smaller competitor Selektmail from Deutsche Post.

Sandd, which competes with TNT Post, said the acquisition would enable it to expand to a volume of about 700m items a year from its current 450m items. The company has about 10% of the Dutch addressed letters market while Selektmail has about a 5% share. It is aiming to grow its share to 20-25%.

Approval from the competition authority followed a collective agreement for Sandd delivery workers. The company will transfer 80% of some 14,000 part time personnel to permanent contracts by the end of 2013. Employees will be covered by collective conditions on wages, holidays and insurance.

With this sale Deutsche Post, which operated Selektmail under the DHL Global Mail brand, has withdrawn from the Dutch mail market.

### GLS France launches a before 13.00 service

Parcels operator GLS France has launched a guaranteed, business-to-business service offering next day delivery before 13.00.

Designated Express-Parcel Guaranteed, the service is available to "almost all French postcode combinations". Parcels are identified by a sticker and information in their barcode label and can be tracked in real time, according to GLS.

"The money-back guarantee is the key quality feature of Express-Parcel Guaranteed", said GLS France deputy managing director Emeric Bastid.

### Magyar Posta delivers 40k devices for UPC

Magyar Posta has won a contract to deliver 40,000 modems and media boxes for telecommunications company UPC.

UPC issued a call for tenders to supply new telecommunications devices to subscribers following its acquisition of the Fibernet cable network. Magyar Posta undertook to deliver and secure subscriber signatures to be returned to UPC.

UPC also welcomed Magyar Posta's service which offers local collection points for parcels after two unsuccessful delivery attempts.

Operations began in March and will continue until July.



### Trans-o-flex provides logistics for Barme Group in Germany

Trans-o-flex Logistik-Service has set up a national warehousing and distribution operation in Germany for health-care products supplier Barme Group.

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The company is using Barme's own enterprise resource planning system at the customer's request. It is operating from a 2,500m<sup>2</sup> central warehouse near Cologne, Germany, where it stores and distributes Barme products in a two-shift operation. It claims that more than 98% of consignments reach their recipients the next working day.

### **Chronopost builds regional depot in eastern France**

Le Groupe La Poste subsidiary Chronopost has started construction of its €2.7m, 2,340m<sup>2</sup> regional depot near Mulhouse in eastern France.

The depot, due to enter operation in November 2011, will enable Chronopost to expand in the automotive, health and high-tech sectors and to increase its cross-border business. The company said it would also be able to respond to strong demand for express parcels which it estimates will grow at a rate of 30% in the medium term.

### **DHL's Africa Connect will provide road freight network**

DHL is to create Africa Connect, a road freight network across the continent. Its aim is to boost regional and international trade by easing the movement of goods both within Africa and out to other global regions.

"We're committed to keeping Africa well-connected to the rest of the world while identifying new opportunities in the intra-African market", said Amadou Diallo, chief executive, Africa and South Asia Pacific, of DHL Global Forwarding.

He said the new road freight network would connect three main hubs in east, west and southern Africa, each one serving its own region and helping to link inter-regional movement of goods. The road freight solution would balance cost and transit time to help the market respond to fast-changing demand from key sectors, Mr Diallo said.

DHL believes there will be rapid cross-sector growth driven by increasing population, rising consumer spending and technology-driven economic transformation.

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### **Royal Mail tracks business moves in UK**

Royal Mail has published its latest six-monthly Business Barometer which monitors the number of businesses that have moved location, started up or opened a new site, providing an indicator of economic activity across the United Kingdom.

### **DHL Freight opens east European gateway centre**

DHL Freight has begun operating from its new, 20,000m<sup>2</sup> logistics centre near Kiev in Ukraine. The transport and warehousing centre will be the main gateway for DHL Freight's network in eastern Europe, particularly the Ukraine, Poland, Hungary and Slovakia.

### **Hungarian post gains EMS customer service award**

For the third time, the Universal Postal Union has named the EMS customer service department of Hungary's Magyar Posta Logistics as: "Customer Service Provider of the Year" in the category for small-turnover service providers.

### **DHL offers incentive to UK-based SMEs**

In the United Kingdom, DHL Express has joined up with Nectar Business, a business-to-business customer loyalty programme, to offer small and medium-sized businesses bonus points on international parcels and documents shipped on standard tariff conditions.

### **UK Post Office launches new savings product**

Post Office Limited in the United Kingdom has launched a new fixed rate cash ISA product offering up to 3.95% interest over three years. ISAs (Individual Savings Accounts) were developed by the United Kingdom Government to offer tax-free interest to individuals saving up to a maximum annual amount.

Americas

Asia-Pacific

Europe

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