

Market Flash **Green Special**

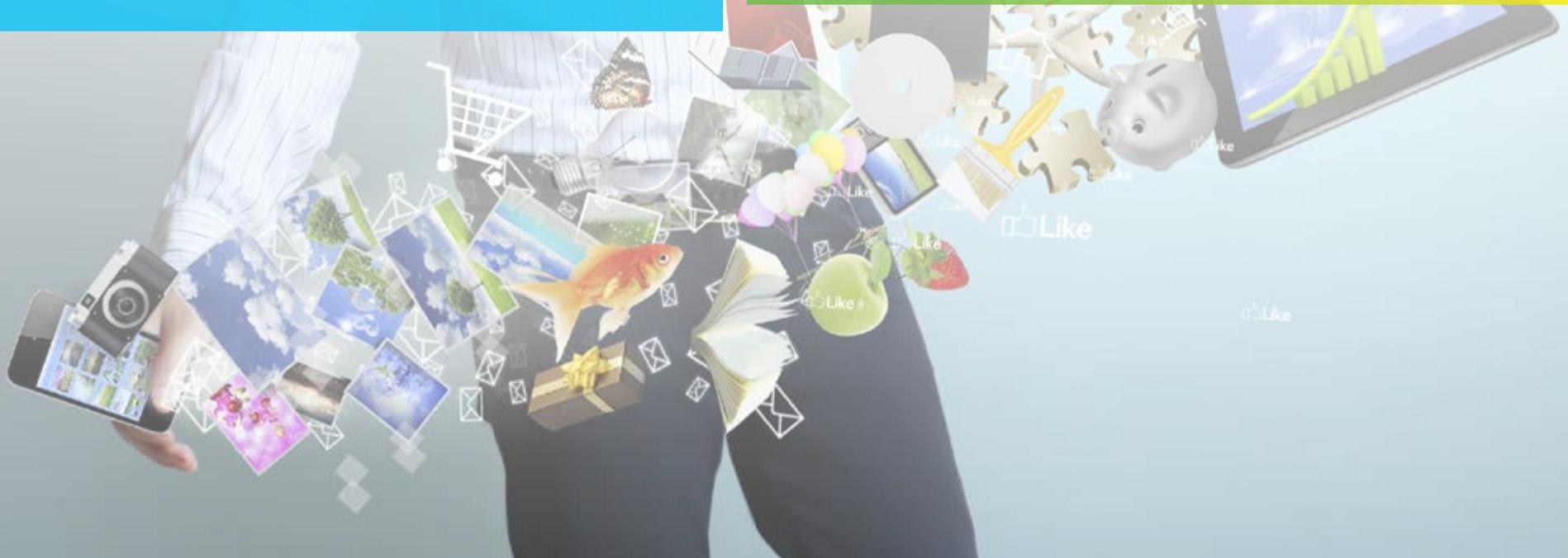
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Americas

UPS announces fourth-quarter results

UPS announced that it had delivered more than 31m packages on 23 December, the highest number ever and 13% more than on the peak day the previous year.

Fourth-quarter US results were, however, negatively affected by the challenges of the compressed peak season coupled with an unprecedented level of online shopping that included a surge of last-minute orders. In an effort to maintain service standards and commitments, UPS took extraordinary measures deploying additional equipment and people. For example, the company utilised 85,000 temporary employees, 30,000 more than planned. Also, weather events in December weighed on results.

Despite fourth quarter performance, the company is confident of its 2014 outlook. UPS expects full-year 2014 diluted earnings per share to grow in line with its long term targets of 10-to-15%, compared to 2013 adjusted results. Further details will be provided when the company releases earnings on January 30, 2014.

Source: [UPS](#)

FedEx expands in Brazil

FedEx has expanded its operational network and opened new customer service centres in Brazil, where it is integrating Rapidão Cometa, the domestic delivery company acquired in 2012.

The operational network has been extended with the opening of a bonded port facility in Suape, in the north-eastern state of Pernambuco, and a logistics terminal in Curitiba, in the south-eastern state of Parana. Meanwhile, customer service has been broadened with the opening of a second World Service Center in Rio de Janeiro and the first station in Belo Horizonte, in Minas Gerais state, incorporating a customer service centre. Through the new stores customers can send and receive packages to and from countries around the world.

At the same time, logistics and transport between locations within Brazil continues to be provided by Rapidão Cometa whose operations are currently being integrated into the company.

Source: [CEP Research](#)

FedEx Express invests in Canadian network

FedEx Express is expanding in Canada by investing in enlarged facilities and new flights to serve businesses and online shoppers in the west of the country.

FedEx Express has upgraded the existing daily flights between its Memphis hub and Winnipeg, capital of Manitoba, from a small narrow-body plane to a wide-body A310 plane with a maximum payload of 36 tonnes. Further west, the company has expanded its facility at Calgary airport, Alberta, from 76,000 square feet (7,060m²) to 104,000 square feet (9,670m²) of operational space. The enlarged facility, with 375 employees and more than 90 courier and cargo transportation vehicles, allows for faster package sorting and earlier on-road deliveries for downtown Calgary. Meanwhile, FedEx has introduced a daily C208 flight to Nanaimo Airport (YCD) in the Vancouver Island area from February 2014.

Source: [CEP Research](#)



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Europe

Royal Mail statement on 2013 financial performance

Royal Mail Group issued an Interim Management Statement covering the financial position and trading performance of the Group for the nine months ended 29 December 2013 and including the period from 30 September 2013 to end January 2014.

Moya Greene, Royal Mail CEO, stated that the Christmas season showed increased stamped mail volumes, while total letter volumes declined by 3% like-for-like. Royal Mail was the number-one parcel delivery company, with 115m parcels delivered in the month of December.

The Group's financial performance was in line with expectations, with like-for-like revenue up 2% for the nine months ended 29 December 2013. Parcels accounted for 51% of Group revenue. Royal Mail's European parcels business, GLS; performed well with revenue up by 6% like-for-like and an increased presence in Italy and the emerging European markets.

Source: [Royal Mail Group](#)

Asendia UK Ltd celebrates the New Year with a legal merger

The final stage of the UK merger between postal giants La Poste and Swiss Post was completed on 1 January 2014. The New Year sees the culmination of the merger, legally bringing together their UK operations under the banner Asendia UK Ltd.

Asendia UK Ltd will comprise: La Poste UK Ltd (including Pitney Bowes IMS UK Ltd, acquired in June 2013), Swiss Post International (UK) Ltd and Bedfordshire-based BTB Mailflight Ltd.

Source: [Asendia](#)

bpost hires agency to look for new CEO

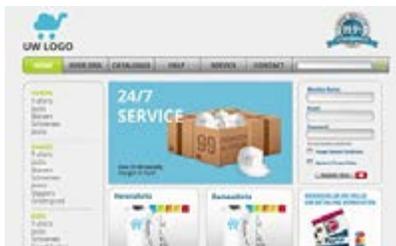
bpost selected headhunters agency Russell Reynolds to aid in looking for a new CEO for the post. The deadline for applications was 20 January. Johnny Thijs will remain at the head of the company until a new CEO has been appointed.

Source: [bpost](#)




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SEOshop expanded with PostNL logistics solution



PostNL and SEOshop, which offers a solution for webshops for the mid-market segment, enter into collaboration. PostNL software is added to SEOshop's webshop solution, enabling online stores to pre-announce and process their orders simply and quickly at PostNL. PostNL's website now also offers the option to start a webshop at SEOshop. This enables the mid-market segment to profit more easily and efficiently from the advantages of running a webshop.

The collaboration is unique in the Dutch market because SEOshop is the first cloud solution to integrate the newest PostNL plugin. SEOshop will be the first cloud solution to integrate the newest PostNL plugin. The platform is a valuable addition to PostNL's webshop start-up services. As well as myshop for smaller enterprises and Magento for large companies, PostNL can now also offer the mid-market segment a fast and efficient way to set up a webshop.

Source: [PostNL](#)

PostNL wins Best Practice Award, to acquire Dutch storage and logistics firm

PostNL has won the Best Practice Award for its Extra@ Home delivery service from the Dutch e-commerce association Thuiswinkel.org. The association recognised PostNL's Extra@ Home delivery service for large and heavy products and appreciated the fact that Extra@ Home serves national as well as local retailers and uses both online and offline channels.

Source: [CEP Research](#)

Itella to adjust its operations to match decreasing volumes of mail

Itella must adjust its operations to match the strong decline in demand for traditional mail, as a result of the rapid increase of digital communications, according a statement on its performance in 2013. Itella Group's business result has declined quickly, and the result showed a loss in January-September 2013.



During the final quarter, the distribution of addressed letters dropped by 7% and both newspapers and magazines by 8%, compared to the same period in the previous



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year. The volume of addressed letters fell during the year by 6% in comparison to the previous year; during the corresponding period in the previous year, volume fell by 4%. For this year, Itella expects the fall in volume to further accelerate and be up to more than 10%.

As part of the adjustment program, Itella will initiate co-operation negotiations that may lead to a reduction of 1,200 jobs in basic delivery. Some of this can be executed through voluntary arrangements and employment ending as planned.

Source: [Itella](#)

DHL launches temperature-controlled China-Europe rail service



DHL Global Forwarding, Freight rolls out its development plans for a new temperature-controlled China-Europe rail service. Powered by a diesel-electric engine, DHL containers allow internal temperatures to be controlled, tracked and remotely modified. This service provides a year-round multi-modal shipping solution for temperature-sensitive products that until now were unable to use the trans-continental West rail corridor during harsh winter and hot summer months.

The China-Europe rail service was launched last year in partnership with YHFLogistics, operator of the rail service that runs along China's West corridor - the Chengdu Express Train. Dubbed the fastest rail connection between China and Europe, the service starts in Chengdu, China and runs to DHL's intermodal hub in Poland.

Source: [Deutsche Post DHL](#)

DHL launches new risk management solution

DHL today announced the launch of DHL Resilience360, a new risk management solution which will enable businesses to turn supply chain disruption, global environmental and socio-political volatility into a competitive advantage by avoiding production stop and lost sales by redirecting resources and adopting alternative strategies when a disruption occurs; considerably supporting their financial stability and potentially capturing sales and market share from their competitors.

DHL Resilience360 will allow customers to assess critical hot spots in their supply chains, visualize them and build a risk profile for initiating potential mitigation activities. Having mapped the entire supply chain of a customer, the tool provides real-time visibility of risks by working collaboratively with partners to provide options for immediate recovery.

Source: [Deutsche Post DHL](#)



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DPD/GeoPost buys remaining shares in DPD Ukraine subsidiary

DPD/GeoPost has acquired the remaining 49% of the shares in its subsidiary DPD Ukraine that was established in the country in 2007.

At the time DPD Ukraine was founded, 51% of the shares were owned by Armadillo Holding GmbH, a joint venture of La Poste's GeoPost holding and the Turkish company Yurtiçi Kargo. The other 49% were owned by the Ukrainian company UVK, a national 3PL operator belonging to the leading Ukrainian retailer Fozzy Group.

Source: [CEP Research](#)

GeoPost and Neopost roll out parcel locker network

GeoPost, a subsidiary of Le Groupe La Poste group, and Neopost, European market leader in mailroom equipment and logistics solutions, have signed an agreement to create and operate a network of secure automated lockers for the delivery and return of parcels in France. The agreement entails an initial roll-out of around 1,500 lockers by 2016, and more

than 3,000 lockers in the long term to be installed by Packcity France, a company jointly owned by Neopost and GeoPost.

Neopost will provide Packcity France with the lockers, associated software and installation and maintenance services. Packcity France will be in charge of operating – under the Packcity brand – two separate networks: a network dedicated to GeoPost for one-third of the lockers, and a shared network open to other carriers, large general retailers and specialist retailers offering click-and-collect services. The lockers are to be installed in places with high footfall, such as railway stations, city centres, shopping centres etc.

Source: [GeoPost](#)

Marketing mail read more than emails

According to two studies by TNS Sofres and CSA respectively, marketing mail is perceived as having an added value for consumers and professionals alike, while enjoying a positive reputation amongst young digital natives. These studies affirm the strong position mail continues to have.

The CSA study shows that marketing mail is perceived positively by consumers: 64% of French consumers enjoy receiving



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marketing mail, compared to 55% who enjoy receiving a text message and 52% for emails. Mail is read more than emails, at 92% for marketing mail compared to 83% for emails.

The TNS Sofres survey looked into the preferences of 'digital influencers', a group of young, active internet users who have a strong strategic importance for brands. The study revealed that amongst this group 33% think addressed mail shows companies are concerned and is less 'intrusive' than text messages or internet.

Source: Le Groupe La Poste

Amazon launches Sunday deliveries in UK cities

Amazon launched deliveries on a Sunday for members of its Amazon Prime scheme in seven UK cities on an ongoing basis after a four-week trial in London in the run-up to Christmas.

The e-commerce giant announced yesterday that Amazon Prime members, whose annual membership fee includes unlimited 'free' one-day delivery, can now receive their packages on a Sunday at no additional charge in London, Birmingham, Milton Keynes, Oxford, Nottingham, Manchester and Leeds.

The service will be provided via Amazon Logistics which operates a number of delivery stations that act as hubs for deliveries in their local area. Amazon Logistics works with regional delivery partners to deliver items directly to customers. The names of the delivery firms were not disclosed.

Source: [CEP Research](#)

E-Commerce grows 28 % in Southern Europe in 2013

The e-Commerce market in Southern Europe is estimated to have grown 27.9% to €39.5bn in 2013, outperforming the general European (+19%) and EU-28 (+18%) average growth, according to new figures from Ecommerce Europe.

In 2012, the total value of €33.5bn generated from goods and services sold online in Southern Europe accounted for more than 10% of total European sales. Since 2009, the annual growth rates in the region have been averaging 23% boosting its crisis-hit economy, the e-Commerce umbrella association for online retailers explained.

Spain is the strongest e-Commerce market in Southern Europe with sales reaching €12.9bn in 2012, followed by Italy (€9.5bn) and Turkey (€5.4bn). In particular, Turkey shows an enormous market potential with a 90% increase in 2012 and expected 40% year-on-year growth for 2013. In terms of growth, the country is thus ahead of all other e-Commerce markets in the region.

Source: [CEP Research](#)



Green Edition

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Americas

USPS programme encourages government e-waste recycling



The US Postal Service has launched a program to enable government agencies and its own employees to recycle electronic devices on a national level.

Government agencies can enroll in the USPS Federal Recycling Program to recycle unwanted electronic devices free of charge using the postal network. The programme has two components. First, federal agencies can recycle government-owned small electronics. Second, federal agency employees can dispose of their own personal small electronics as well.

The Federal Recycling Program is web-based: an employee from a participating agency simply fills out his or her agency's name and the device information on the website. Then, the individual packages the device, prints a shipping label and arranges for the package to be picked up by a mail carrier. Besides providing employees and other agencies with the ability to simply, securely and cost-effectively recycle e-waste, the Federal Recycling Program also provides USPS with additional revenue from postage.

Source: USPS

FedEx Express introduces electric vehicles in Latin America

FedEx Express will introduce the first electric vehicles (EVs) to its Latin American fleet early next year. Brazil will be the first country to add electric vehicles to its local fleet in January 2014. With a cargo capacity of up to 1,433 pounds (650 kilos) and the ability to cover approximately 75 miles (120 kilometers) on one charge, the models produced by Renault will be in service in the cities of Sao Paulo and Rio de Janeiro.



The introduction of electric vehicles to the Brazilian operation is part of the FedEx global sustainability platform, EarthSmart, which guides the company's commitment to the environment and to the communities in which it operates. The programme is also an incentive for continuous innovation to make businesses and the world more sustainable. Another EarthSmart initiative implemented in the Latin American region since 2012 is the use of carbon-neutral envelopes made of 100% recycled paper.

FedEx has steadily been expanding its hybrid and electric fleet over the past years, while initiatives such as matching the right vehicle to the right fleet, buying vehicles with the right sized engines, and incorporating light vehicles into the fleet



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have also helped FedEx quickly progress toward its energy efficiency goals for its fleet.

Source: FedEx

UPS to save fuel by optimising 10,000 delivery routes

UPS plans to optimise 10,000 delivery routes in the United States by the end of this year through the deployment of its ORION software.

In the last two months of this year, UPS said it expected to save more than 1.5m gallons of fuel and to reduce carbon emissions by more than 14,000 tonnes; according to the company, a daily reduction of just one mile per driver would save up to US\$50m over the course of a year.

ORION took ten years to develop. Researchers began piloting telematics technologies with the installation of advanced GPS tracking and vehicle sensors in 2008, capturing data related to vehicle routes, performance and driver safety.

Source: UPS

Nissan and FedEx Express test Electric Compact Cargo Vehicle

FedEx Express and Nissan Motor Co., Ltd., announced today at the Washington Auto Show that the two companies will start testing the Nissan e-NV200, a 100% electric compact cargo vehicle under real-world conditions in Washington, D.C.

This test marks the first time the vehicle will be operating in North America. FedEx Express and Nissan have conducted similar e-NV200 tests with fleets in Singapore, the United Kingdom, and Brazil.

FedEx will deploy the Nissan e-NV200 in the Washington D.C. area, where it will undergo field tests that subject it to the routine requirements of a delivery vehicle for approximately six weeks. The results will be used both to determine the viability of using an electric vehicle in this role in the U.S. as well as for further development and refinement of the mass production version of the e-NV200 which is scheduled to begin later this year in Europe.

Source: FedEx



Asia Pacific

Global logistics operators launch Green Freight Asia to cut emissions

In October 2013, global leading corporations including logistics service providers teamed up in the non-profit association Green Freight Asia to tackle freight emissions in the region, following the launch of Green Freight in Europe a few years ago.



The founding members of Green Freight Asia include DHL, UPS, global home furnishing retailer IKEA and technology leaders HP and Lenovo. They are supported by partners, Green Transformation Lab, a collaboration between DHL and Singapore Management University, and Clean Air Asia, the premier air quality network for Asia by the Asian Development Bank, World Bank, and USAID.

Green Freight Asia will work with its members to develop and promote tools for measuring and reporting fuel consumption and emissions from road freight. It will also identify technologies and strategies that will be most effective for carriers to reduce fuel consumption, such as low rolling resistance tires, equipment to reduce aerodynamic drag, alternative fuels, fleet management and driver training.

Source: [CEP Research](#)



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Europe

Correos plants a new forest in Mallorca

Correos y Telégrafos volunteers participated in the planting of a new forest on the Spanish island of Mallorca. The area of this plantation had been hit by a forest fire last August, which devastated 227 hectares of forest land. The action took place over an area of 5 hectares, where 3,500 units of native species were planted.



The initiative is part of the programme through which Correos has been selling Green Line envelopes, boxes and packaging to fund the planting of woods throughout Spain. For each purchase of its Green Line products, Correos contributes two eurocents to reforestation. The programme has already led to the planting of 12 new forests and has been recognised by the World Mail awards in the category of Best CSR initiative 2013.

Source: Correos y Telégrafos

Swiss Post launches new sustainability strategy

Swiss Post launched its sustainability strategy 2014-2016, through which it aims to increase its CO₂ efficiency by at least 10% by the end of 2016 (base year 2010). This company has decided to no longer define its objective as a target for absolute reduction in tonnes of CO₂ emissions, but instead define it in relation to the units' core services: for every consignment or passenger transported, every transaction and every square meter of heated space in its buildings, Swiss Post intends to further reduce its greenhouse gas emissions.

The post intends to further lower its energy consumption by exploiting potential economic and ecological efficiencies and investing in the best technology available. This includes expanding increasing the use of electric vehicles, covering all its electricity consumption with certified renewable energy sources within Switzerland, introducing measures for better vehicle utilisation, optimising routes and identifying energy savings in buildings.



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Swiss Post is integrating its existing social commitment into the new sustainability strategy, and increasing the number of training and health management schemes in order to enhance its attractiveness as an employer and its competitive edge.

Swiss Post completes solar power plant in Dailens

Swiss Post has finished constructing a photovoltaic installation on the roof of its parcel centre in Dailens. With a panel surface area of over 8,000m², the installation is one of the largest in western Switzerland.

The plant is Swiss Post's largest photovoltaic installation in western Switzerland and will generate enough electricity to power around 330 average households. The system saves 160 tonnes of CO₂ a year in comparison to electricity from the Swiss sales mix. The new plant follows on earlier installations across the country. Swiss Post plans to complete eleven more installations, with the goal of feeding around 7,600MWh of solar energy into the electricity grid each year by 2016.

The new plants complement Swiss Post's policy to cover all its electricity requirements with renewable energy. Most electricity used by the company is produced by Swiss hydro power, with a 5% contribution from wind, solar and biomass power plants in Switzerland.

Source: [Swiss Post](#)

New biogas vehicles for Itella mail delivery

Itella has acquired 25 new biogas vehicles. Vehicles are Nissan's Qashqai 1.6 CNG cars.

According to Itella, biogas vehicles are well suited for delivery purposes and the company was the first in Finland to start using a natural-gas-powered vehicle for delivery purposes in 2006. In 2011, it began to use 100% renewable and 100% Finnish Gasum biogas in our biogas-powered vehicles. At the moment, Itella has 41 vehicles in use and its goal is to double the number of biogas-powered vehicles in the next few years.



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The raw material of biogas includes wastewater sewage sludge, for example. In practice, the use of biogas does not cause any small particles that are harmful to health.

Source: Itella

Deutsche Post DHL introduces more comprehensive carbon accounting and reporting

Deutsche Post DHL has adopted the 'GHG Protocol Product Lifecycle Accounting and Reporting Standard' to its GOGREEN product range, ensuring these products are 100% climate neutral and thereby strengthening the companies sustainability efforts 100% climate neutral.



In addition to CO₂, Deutsche Post DHL will now also collect data on other relevant greenhouse gases, such as methane and nitrous oxide. By adopting and implementing the new standards, Deutsche Post DHL expands its quantification and reporting to the upstream emissions generated by the production and transport of energy and fuel.

The changes will also apply to the GOGREEN product category "Carbon Report". In line with this new standard customers will benefit from greater transparency and consistency.

Source: [Deutsche Post DHL](#)

CTT helps kids to discover Lisbon's biodiversity

CTT-Correios de Portugal is supporting Mochila Verde (or Green Backpack), a programme aimed at educating urban students about biodiversity.

The programme, promoted by the Municipality of Lisbon, is an innovative experience on environmental pedagogy and will last for the next four years, involving 400 students of the fifth grade from three public schools, and their teachers. It aims at incentivising the participants to explore the town, get aware of its biodiversity and encouraging public awareness.

The Green Backpack includes a kit of educational stuff, such as field notebook, binoculars, sun-powered flashlight and guidebooks on natural life. One of them, "Environment is in our hands" was sponsored by CTT and features a section devoted to the green profile of postal activities.

Source: [CTT-Correios de Portugal](#)



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CTT ranked high on Carbon Disclosure Project

CTT–Correios de Portugal voluntarily applied for the first time in 2013 to the Carbon Disclosure Project (CDP), one of the most credible rating of sustainability worldwide. CDP gathers high-quality data from 81% of the world's 500 largest companies on behalf of 722 investors, who represent US\$87tn of assets and increasingly take sustainability issues into consideration when making investment decisions.

Responses are scored for both disclosure and performance, and CTT started off with a first-time score of 86 B. CTT is the latest of postal and express companies worldwide submitting to CDP. The performance score (B band), was particularly good for a newcomer, both at the national level (shared fifth position, among 15 companies) or sectorial (shared third position, worldwide).

Source: [CTT–Correios de Portugal](#)

GLS opens third eco-depot in Belgium

GLS Belgium has opened a new ecological depot in Nivelles and relocated its country headquarters last December, centralising all its administrative units, customer service and sales.

The new eco-depot of GLS in Belgium was built in eight months with a total investment worth €8.2m and extends the capacities of the other ecological facilities in Brussels and Charleroi. It has the capacity to handle up to 35,000 parcels and 2,400 pallets a day in a sorting centre

with 5,000m² dedicated to parcels and a terminal with 4,000m² for freight. The site features modern scan and conveyor technology and security systems. A heat pump and an installation for rainwater usage ensure sustainable operations.

Source: [CEP Research](#)

TNT launches 'green fleet' for central London

TNT Express will launch a fleet of 15 electric vehicles for deliveries in central London this spring following successful tests with delivery partner Gnewt Cargo over the last 18 months. The company said the fleet of 15 specially built electric delivery vehicles will make more than 1,000 international deliveries into London every day.

The move will boost the plans of the Mayor of London, Boris Johnson, to turn central London into the world's first ever 'Ultra Low Emissions Zone' by 2020. This would mean almost all vehicles operating in the zone during working hours would be zero or low emission.

TNT said introduction of the new vehicles will play an integral part in its City Logistics initiative, which aims to reduce carbon emissions and air pollutants generated by its operations in London, and is part of a wider global initiative to contribute to cleaner, less congested inner cities through the use of innovative low emission supply chain solutions.

Source: [CEP Research](#)



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