

Canada Post opens applications for Tales of Triumph small business contest

15-04-2025

OTTAWA – Applications are now open for Canada Post’s sixth annual Tales of Triumph small business contest.

Canada Post recognizes the vital impact that small businesses make on their communities and crafts – and how important it is to support their efforts. Now in its sixth year, the contest seeks to amplify their stories, celebrate their achievements, and help build their resilience so they can continue to strengthen Canada from coast to coast to coast.

Prize packages include credits for Canada Post parcel and Smartmail Marketing™ services, paid advertising and personalized support, Canada-wide promotion for winners and more.

“Winning brought our community together,” said Laurent St-Cyr and Christophe Perreault of Montréal-based Le Club, which won in last year’s Customer Connection category. The brand combines activewear with social connection – and the award has helped the duo further build that vision. “The impact was so meaningful.”

Canadian companies with less than \$5 million in annual gross sales are eligible to enter the contest. Applicants can submit written entries in one of five categories:

- **Customer Connection** – These businesses are building strong relationships and making their mark with customers.

- **Doing Good** – These businesses have a positive impact on the lives of Canadians in their communities and at large.
- **Going Green** – Protecting the environment is a priority for these progressive businesses that are leading the way to a sustainable future.
- **Rising Stars** – Operational for less than two years, these businesses are experiencing growth and are on track to being the next big thing.
- **Staying Power** – These businesses have been supporting their communities for more than two years through resilience, commitment and evolution.

A panel of external judges will determine the five category winners to be announced on September 2, 2025.

Applications will be accepted until May 16, 2025.

For more details on the contest – including how to submit applications – and to read the stories of past winners, please visit our Tales of Triumph website.

The Tales of Triumph contest is one way that Canada Post is delivering for small businesses across the country. Launched in 2020, the contest celebrates the resilience, diversity and achievements of small businesses and the critical role they play in communities across Canada.

Source: [Canada Post](#)



New CEO and CFO of PostNL appointed; shareholders adopt 2024 financial statements and approve all resolutions

15-04-2025

The Hague, 15 April 2025 - Today, Pim Berendsen was appointed CEO of PostNL, succeeding Herna Verhagen. Furthermore, Linde Jansen has been appointed CFO, completing PostNL's two-person Board of Management. Both appointments are for a term of four years.

During the Annual General Meeting of Shareholders (AGM) of PostNL N.V. the shareholders adopted the 2024 financial statements and approved all resolutions. The agenda included a resolution to set the dividend for 2024 at €0.07 per share. The shares will be traded ex-dividend as of 17 April 2025. The proposal to appoint KPMG to issue the assurance opinion on the sustainability report for the years 2025 and

2026 was approved.

In addition, Supervisory Board members Nienke Meijer and Koos Timmermans were reappointed today. During the meeting, the intention was expressed to have Supervisory Board Chairman Jan Nooitgedagt, whose term expires after the 2026 AGM, succeeded by Koos Timmermans.

Source: [PostNL](#)

Circular economy projects provide new business opportunities - Posti and Nanso collaborate to give products a new lease on life

16-04-2025

The way we consume and produce goods and services is changing, driven by both consumer behavior and regulation, towards more sustainable solutions. An increasing number of companies are recognizing concrete business benefits in the circular economy, in addition to reputational benefits. It is estimated that by the end of this decade, the circular economy will account for up to a third of the consumer goods market, representing an annual business opportunity of up to EUR 650 billion for European companies alone*.

Posti is committed to promoting the circular economy and offering its customers new kinds of solutions that support sustainable development. One concrete example of this is the collaboration between Nanso and Posti around the Uusi Elämä collection. The collection was born out of a desire to solve the challenges of the textile industry and offer customers more sustainable alternatives.

"The circular economy service provided by Posti helps Nanso extend the life cycle of products, reduce waste, and open up new business opportunities. The cooperation, which began as a pilot project, has grown into a continuous operating model. This is an excellent example of how sustainability and business efficiency can support each other," says Elina Gustafsson, who leads Posti's circular economy project.

Nanso's Uusi Elämä collection

Nanso's Uusi Elämä collection consists of new, used clothes in good condition that have been returned due to some mistake. Defective products include, for example, product returns from an online store with a makeup stain.

"The circular economy and the maximum

service life of products are key parts of our sustainability work. Every Nanso product is designed to stand the test of time. That is why we are also looking at extending the life cycle of products that would not be suitable for sale or use as such due to some defect," says Jenni Homer, Director, Retail & eCom at Nanso.

The defective products are refurbished at Posti's warehouse in Pennala, where all Nanso products are stored. Used clothes go through a rigorous process before they are returned from the warehouse for sale in selected Nanso stores. Unnecessary transport needs are reduced when the clothes to be refurbished do not have to be sent to external operators for repair. The products can be delivered to the stores along with other Nanso transports, saving time, resources, and reducing emissions.

"We already worked with a service provider offering similar repair services, but this meant sending products from one place to another. Posti acts as a partner in the warehousing of our products, so it was natural to transfer the repair of the products under the same roof. Logistics challenges were reduced, and product tracking improved," says Homer.

Posti's service not only supports Nanso's

sustainability goals but also offers concrete business benefits.

"Previously, many of these products would have had to be sold at a discount or even removed from the selection to be recycled. We are able to offer our customers a new kind of sustainable purchasing option – high-quality and carefully renovated clothes that will last a long time. At the same time, Posti provides us with data that helps us better understand which product groups are being repaired and what kind of repairs are being made to the products. This helps us develop more durable and long-lasting products," says Homer.

For consumers, this means the opportunity to make more sustainable choices without compromising on quality. One of the biggest reasons why people are hesitant to buy second-hand clothes is hygiene – and that's exactly where Posti's process brings the solution.

Posti develops new circular economy services

Posti is engaged in continuous development work alone and together with customers to find new kinds of circular economy business opportunities.

"We want to be a partner for companies in growth, and we are constantly engaged in expert discussions on the changes in the market on a global level. Our resource lies in a comprehensive network where we combine the logistical flows of both new and used products. There is no need to move goods for renovation needs, but we can offer circular economy services as part of our warehouse services. This efficiency makes the circular economy more commercially attractive and opens up unique opportunities for the use of the circular economy in different industries and purposes, whether it is more advanced return management or genuinely new circular business models in all our geographical operating areas," Gustafsson concludes.

*McKinsey & Company: Playing offense on circularity can net European consumer goods companies €500 billion

Source: [Posti](#)

Cybersecurity at Poczta Polska - new systems and strengthening of data protection

16-04-2025

Poczta Polska is part of the country's security and resilience system, which is why it places cybersecurity at the forefront of its priorities. In response to dynamically changing threats and the growing number of cyberattacks, the national operator is undertaking a number of initiatives aimed at eliminating technological debt, strengthening data protection and ensuring the continuity of services.

The implementation of these goals would not be possible without the modernization and update activities undertaken. They include, among others, changes in the scope of solutions aimed at detecting and preventing cyberattacks - migrating the firewall to a modern environment, disabling outdated IPS probes in favor of NextGeneration solutions, or implementing a "sandbox" service for emails to protect against malware. In addition, by introducing access minimization rules and multi-factor authentication (MFA), Poczta Polska has significantly increased the level of security of its IT infrastructure.

Technology is not everything

Poczta Polska places great emphasis on education and raising awareness of cybersecurity among employees. Regular training, quizzes and distribution of publications that raise awareness, such as the biweekly "Cyberix" published by CERT Poczta Polska, are key to building a culture of security and preparing staff to identify potential threats, such as phishing or ransomware attacks.

Secure e-Delivery

One of the key digital projects implemented in Poczta Polska is the implementation of e-Delivery. This is a system that digitizes registered correspondence with confirmation of receipt. Every Pole can already set up their e-Delivery mailbox for free and receive "registered" mail almost as quickly and easily as emails, but much more securely. However, the challenges related to ensuring security are even greater here.

Poczta Polska sets digital security standards in the field of e-Delivery. It uses advanced cryptographic mechanisms that ensure the protection of the integrity of the content of parcels - supported by TLS encryption. In addition, a dedicated team watches over the security of the system 24 hours a day. Thanks to this, e-Delivery guarantees that the information sent between the sender and the recipient is safe and inaccessible to third parties. And users can be sure that their data is protected in accordance with the highest security standards.

Source: [Poczta Polska](#)

Administrative services are offered in additional 300 offices of Bulgarian Posts

15-04-2025

As of April 14, 2025, it is possible to apply electronically for administrative services in additional 300 post offices of Bulgarian Posts.

Already in 1312 post offices, mainly in small settlements, people can request administrative services to the Social Assistance Agency, the Employment Agency and the National Social Security Institute.

The number of offices will continue to grow in order to create convenience for people,

saving them time and means of travel.

Detailed information about the services and the post offices where they can be applied for can be found on the official website of the company.

Source: [Bulgarian Posts](#)



Royal Mail halves domestic flights in major step towards improving reliability and delivering Net-Zero

15-04-2025

This month Royal Mail completed the removal of 18 domestic flights as part of its effort to improve reliability and minimise carbon emissions.

One of the last flights departed from East Midlands Airport on Saturday 5 April – the planes will be replaced by road vehicles which are both better for the environment and more reliable.

In recent years, Royal Mail has invested significantly in its road fleet. The company also operates the UK's largest electric delivery fleet, with over 6,000 electric vehicles.

In total, Royal Mail has discontinued 18 domestic flights, saving c.30,000 tonnes of carbon dioxide equivalent per year and marking a significant step forward in achieving its Net-Zero target by 2040.

Besides reducing carbon emissions, this effort will also increase reliability for customers with mail transported by road less likely to be delayed by weather.

Road transport also helps meet the growing demands of online shopping, with consumers buying larger items – in the last six years, the

average parcel handled by Royal Mail has grown by nearly 30% and the number of parcels classed 'large' has more than doubled.

The only domestic flights that will remain are those that are essential for Royal Mail to fulfil its Universal Service Obligation, providing a next day delivery service to all 32 million addresses in the UK.

The capability to divert mail from air to road has been unlocked by changes Royal Mail has made to its operation, including later start times at delivery offices across the country to enable the movement of parcels and letters overnight by road.

Alistair Cochrane, Chief Operating Officer at Royal Mail, said: "This is about delivering for the future. By moving away from air freight, we're making Royal Mail greener, more efficient, and ready for the long term."

Source: [International Distribution Service](#)

“Customers to also have the option of sending and receiving letters digitally in future”

16-04-2025

In future, Swiss Post is to also accept and deliver letters with postal addresses digitally.

The Federal Council is modernizing Swiss Post's mandate and responding to changing customer needs with its proposal today for an adapted Postal Services Ordinance, which additionally provides for amendments to logistics and payment transactions. For Swiss

Post, this is another important step towards the future. A nationwide public service can only run without taxpayers' money if the company is able to adapt to societal and economic developments.

Source: [Swiss Post](#)



Posti to implement changes in the prices of stamps and parcels

15-04-2025

The prices of Posti's letter services paid for in cash will change on May 27. Letter services paid in cash include domestic and international letters that are paid for with stamps.

"People still want to use genuine letters and cards to greet their loved ones. However, the volumes of letters, cards and Christmas cards are constantly declining, which will increase unit costs. As a result, we will have to increase our prices," says Sami Määttä, who is in charge of consumer letter operations at Posti.

Posti's operations are funded by service charges paid by customers, and the company does not receive any financial support from the state for operations. These increases will ensure mail delivery as a universal service, i.e. letter services paid in cash, throughout the country.

In the 2000s, the number of letters has fallen by approximately 75% because of digital communications. The number of letters sent by consumers decreased by approximately 14% last year. The declining trend in paper mail is not stopping, as the volume of paper mail will decrease as digitalization increases.

The price of a domestic card or letter weighing no more than 50 g will be EUR 2.75 (EUR +0.25) as of May 27.

The price of an international card or letter weighing no more than 20 g will be EUR 3.05 (EUR +0.30) in the Priority class and EUR 2.75 (EUR +0.25) in the Economy class.

The price of a Christmas stamp will be EUR 1.70 (EUR +0.10) in the future.

An average increase of EUR 2 per year for consumers

Finnish consumers spend, on average, less than EUR 20 per year on sending letters. For them, the price adjustments will mean an increase of approximately EUR 2 per year. Stamped mail is delivered to households on average once a month.

All domestic and international no-value indicator stamps bought before the price increase will be accepted without additional stamps after the price increase.

The new prices for all letter services can be viewed in the price list on Posti's website at posti.fi/prices.

Stamps can be bought at about 3,000 sales points or via Posti's online shop at posti.fi/shop.

Changes to the prices of domestic parcels online and at service points

Transport costs have increased and the number of parcels sent from one consumer to another has decreased, as second-hand goods are increasingly sold and purchased through online marketplaces. For these reasons, we will increase the prices of domestic parcels online and at our service points on May 27.

The prices of parcels will increase by approximately EUR 1 on Posti's website and in the OmaPosti app, and the prices of large

parcel sizes will increase slightly more. The prices of parcels purchased from service points will increase by 40 cents. We will also update the prices of additional services. You can check the new prices in the price list at posti.fi/prices.

The change does not apply to international parcels or serial parcels. Serial parcels will continue to be a cheaper option if you send parcels regularly. It is also suitable for small businesses.

Source: [Posti](#)



Swiss Post's customers to also have the option of sending and receiving letters digitally in future

16-04-2025

In future, Swiss Post is to also accept and deliver letters with postal addresses digitally. The Federal Council is modernizing Swiss Post's mandate and responding to changing customer needs with its proposal today for an adapted Postal Services Ordinance, which additionally provides for amendments to logistics and payment transactions. For Swiss Post, this is another important step towards the future. A nationwide public service can only run without taxpayers' money if the company is able to adapt to societal and economic developments.

For over 175 years, Swiss Post has transported goods and information confidentially. Swiss Post carries out this universal service obligation on behalf of the Swiss Confederation every day to the highest possible standard – self-financed, without taxpayers' money. At the same time, it is continually developing its range of services within the statutory requirements. The needs of customers play a pivotal role. Due to ongoing digitization, the universal service obligation is now to be amended to include a hybrid delivery system. Swiss Post welcomes this change: "Swiss Post is continuing to modernize its products and services to make everyday life easier for customers. It's important that the public service can also take account of these developments. The Federal Council's plan to anchor the hybrid letter in the mandate is an important step towards a modern universal postal service that can meet the needs of today's customers", says Swiss Post's interim CEO Alex Glanzmann.

Setting an important course: hybrid letters

will become part of everyday life

Swiss Post ensures secure and reliable transport from A to B. It also handles this transport in the digital space. In recent years, the company has additionally specialized in the secure and reliable transmission of digital information. It is bringing mail secrecy to the digital world. Under the proposal, Swiss Post will use this expertise within the scope of the consultation procedure to safeguard letters in the digital space, from posting through to delivery and receipt. "If a customer sends a letter by post in the future, they will have the option of sending it digitally. In this case, the recipient can then decide whether to receive the consignment physically or digitally. It means customers will be free to choose. We firmly believe that the hybrid letter is the right path for Switzerland and for modernizing the universal postal service obligation," explains Nicole Burth, Member of Executive Management and Head of the Digital Services unit.

Swiss Post boosts legal security in the digital space

With the amended Postal Services Ordinance, there would be a hybrid letter, which offers various advantages. Thanks to a regulated seal, the recipient would know that the letter is genuine and unaltered. The qualified time stamp would provide proof of the acceptance time. This would increase legal certainty. The hybrid letter also offers enhanced confirmation of retrieval. The proposed change makes things simpler for senders. Those wishing to send a letter to a postal address will also be able to do so digitally. Depending on the recipient's preference, Swiss Post will then deliver the letter to a

physical or digital letter box. For business customers, the hybrid system offers an additional advantage. They will be able to send and receive letters digitally directly from their existing business software. Modernizing its universal service obligation allows Swiss Post to take account of the current importance of digital communication.

Further proposals in logistics and payment transactions

As part of the consultation procedure, the Federal Council is additionally proposing to standardize delivery punctuality (delivery times) of letters, newspapers and parcels at 90 percent. Swiss Post also welcomes this proposal. The new requirements would, for example, enable greater flexibility and logistical planning in the case of exceptional events such as train cancellations or tunnel blockages, and Swiss Post could align its capacities more closely to those of normal operations. This would, in turn, have a positive effect on the company's self-sustainability until the comprehensive revision of the law.

In addition, delivery will be made to all settlements inhabited all year round instead of all homes inhabited all year round as it is today. Around 2 percent of all Swiss

households would be affected by this change. They would receive alternative delivery solutions. The changeover will be implemented over a period of 10 years. Swiss Post essentially welcomes this proposed change as it would significantly increase delivery efficiency.

The proposed amendment also provides for an expansion of the universal service in digital payment transactions. The payment transactions market is already highly digitized today and the Swiss population has comprehensive access. This equally applies to online payment methods. PostFinance already offers its customers e-finance and the PF App as well as a debit card for online purchases.

Swiss Post will publish its detailed response to the bill submitted for consultation after an in-depth examination. The proposed amendments to the ordinance would be another important step. Furthermore, Swiss Post still needs a fundamental political discussion about a modern universal service obligation from 2030. The universal postal service should be designed to meet customers' changing needs.

Source: [Swiss Post](#)

Mediated talks between Unions and Canada Post break down without a negotiated agreement

23-04-2025

Canada Post and the Canadian Union of Postal Workers (CUPW) participated in negotiations on Saturday, March 1 and Sunday, March 2. The weekend negotiations were held in parallel with detailed discussions between the parties at the Industrial Inquiry Commission (IIC), which is examining the bargaining dispute and significant challenges facing Canada Post. We entered the weekend hoping that agreements could be reached with CUPW, with the assistance of a mediator.

This weekend, Canada Post put forward a workable and affordable weekend delivery model that would allow the company to compete in the important parcel delivery market using a dedicated part-time workforce. Our proposals included:

- A more flexible staffing model that would provide greater opportunity to have work performed at regular rates of pay, through the creation of new part-time flex positions with guaranteed hours on weekdays.
- Provisions that would allow the company to better match labour requirements to fluctuating mail and parcel volumes.
- With these changes, our proposals maintained the significant protections afforded to employees, including renewing the job security provisions for regular employees.

These changes are essential to provide Canada Post the ability to grow its core delivery business in today's competitive environment. Unfortunately, the union's response showed little meaningful movement on our core needs and failed to acknowledge the significant challenges facing the Corporation. Over the past year, CUPW has continued to put forward proposals that would create more rigidity in our delivery model, add significant costs, and accelerate the company's declining financial position. The union has maintained this approach, providing no basis to break the impasse with continued discussions at this time. We are disappointed we were not able to reach a deal this weekend, but remain committed to negotiating new collective agreements.

The financial challenges facing the Corporation were underscored by the Government of Canada's January 24, 2025, announcement that it intends to make repayable funding of up to \$1.034 billion available to Canada Post through the government's 2025-26 fiscal year. This short-term financing liability, which is within the regulations of the Canada Post Corporation Act, is to ensure the Corporation can maintain its solvency and continue operating as it deals with its significant financial and structural issues.

Source: [Canada Post](#)

Deutsche Post will start home delivery of identity cards and passports as well as electronic residence permits and eID cards

25-04-2025

Many citizens will be able to avoid a trip to the authorities in the future: Starting May 2, 2025, Deutsche Post will conveniently deliver identity cards and passports, as well as electronic residence permits and eID cards, to their homes. These identity documents will be sent via its "Postident Delivery" product. Deutsche Post delivery workers will then hand over the envelope containing the new identity document at the doorstep after the recipients have verified their identity with a valid ID document. Deutsche Post won the corresponding tender from Bundesdruckerei GmbH.

Benjamin Rasch, Head of Marketing and Product Management at Post & Parcel Germany: "Mailing instead of going to the registration office. We're pleased that we can

provide concrete assistance in simplifying administrative processes in Germany. Our new service is a real relief for citizens. Since shipments are only handed over in person and after clear identification, secure delivery is guaranteed."

The relevant legal regulations set the fee for direct delivery at €15. Those who wish to have their documents mailed to their home must pay the fee directly when applying to the authority. For identity cards, electronic residence permits, and eID cards for EU citizens, the direct delivery option is available after the 16th birthday. Passports can be applied for using the direct delivery option from the 18th birthday onwards.

Source: [Deutsche Post DHL](#)



bpost launches 'Secure Delivery' for enhanced security against parcel fraud

28-04-2025

bpost is launching a new tool in the fight against parcel delivery fraud, which constitutes a growing problem. From now on, webshops can opt for a 'Secure Delivery' via bpost. With this system, a parcel is only handed over by the postman when the recipient can provide a secret code. bpost is the first parcel service in Belgium to offer this level of security.

Research* by bpost indicates that 75% of online shoppers in Belgium would appreciate extra security for high-value orders. This demand for greater security is also present among webshops in Belgium, which are seeing an increase in fraud-related incidents each year. Just earlier this month, for example, the Consumer Ombudsman Service (COD) published in its annual report that it "sees a worrying trend in a rising number of suspected cases of fraud in parcel deliveries". This can take various forms, such as parcels being intercepted at the doorstep.

Increased safety for the addressee

In response to this, bpost has developed a new tool: Secure Delivery. With this system, the addressee is only handed a parcel upon presenting a six-digit code (or the corresponding QR code) to the postman. The secure code is generated by bpost and communicated exclusively to the addressee of the parcel. The latter receives the code twice – by email and on the My bpost app. Once when the order leaves the webshop, and again on the day the postman delivers it.

Those who receive the code can also pass it on to housemates or family members to enable them to accept the parcel. This can only be done at the doorstep, at the address provided when ordering. If no one is at home or the code isn't provided, the postman will take the parcel to a nearby collection point. The customer then has 14 days to collect it there with the correct code

Webshops can decide for themselves for which categories of parcels they wish to enable this 'Secure Delivery' feature.

Source: [Bpost](#)

Swiss Post employees to receive a salary increase of up to 1.6 percent

29-04-2025

Swiss Post and PostFinance staff covered by the collective employment contract will receive increased salaries. In total, the salary measures correspond to 1.6 percent of the salary sum. The minimum salary is being raised to around 4,250 Swiss francs per month. This was determined by the joint arbitration commission of the social partners Swiss Post, syndicom and transfair during the pay negotiations for 2025. The salary increases will take effect retroactively as of April 2025.

Overall, 1.6 percent of the eligible salary sum is available for 2025: 0.7 percent for general salary increases, 0.5 percent for individual salary increases and – as provided for in the CEC – 0.4 percent for structural salary increases. As such, Swiss Post and PostFinance ensure that employees in the lower positions of the respective salary band benefit from the salary measures to a greater extent. The salary measures affect the 25,300 or so employees who are covered by the Post CH Ltd collective employment contract (CEC), as well as the 2,800 or so employees covered by the PostFinance Ltd CEC.

Furthermore, Swiss Post and PostFinance are increasing the salary bands in the CEC by 1.6 percent. The minimum salary will rise by 871 Swiss francs to 55,288 francs per year, i.e. around 4,250 francs per month. Swiss Post and PostFinance are implementing all salary measures retroactively as of 1 April 2025.

Full-time CEC employees already received a one-off payment of 400 francs with their January salary as an additional salary

measure. With this gesture, Swiss Post and PostFinance acknowledged the outstanding dedication of CEC employees, who have given their all for customers over the past year.

Decision by the joint arbitration commission
The 2025 salary increase was determined by the joint arbitration commission in which the three social partners – Swiss Post with PostFinance, the trade union syndicom and the staff association transfair – are represented. In its final decision, the commission took various criteria into account including, inter alia, the financial situation of Swiss Post and PostFinance, trends in the cost of living and comparisons with competitor companies.

Valérie Schelker, Head of Human Resources and Member of Executive Management at Swiss Post, said the following about the 2025 salary measures: “After intensive negotiations, the path is clear and we can implement the salary measures for our employees. As socially responsible employers, Swiss Post and PostFinance offer fair wages and attractive employment conditions. Since Swiss Post also wants to continue operating without taxpayer money in the future, it is essential for us to remain competitive and to continue paying market-driven salaries.”

The pay negotiations for employees of Post Real Estate Management and Services Ltd, PostLogistics Ltd, notime (Schweiz) AG and PostBus Ltd are being conducted separately.

Source: [Swiss Post](#)