

## Magyar Posta closed a profitable year and is able to pay dividends for the first time since 2009

03-06-2025

The company operated successfully in 2024, achieving a pre-tax profit of HUF 5.2 billion, from which it pays dividends to the owner - for the first time since 2009.

The financial situation of Posta is stable; despite significant investments, the company's loan portfolio has only increased slightly and is at a low level compared to the size of the company, while the equity portfolio has increased by nearly HUF 8 billion.

The demand for classic postal services (letters, checks, money orders) continued to decline in line with previous trends. However, the use of parcel services, which also serve online commerce, increased significantly, by more than 14%. Revenues from the provision of financial services available at post offices

also increased, and the sale of postal government securities was particularly successful. The government securities portfolio managed by the Post Office increased by HUF 190 billion during the year, reaching HUF 1,355 billion.

According to the decision of the Minister of National Economy as the owner, the company will fulfill its dividend payment obligation by transferring 476 properties to support small settlements.

In 2024, the company made significant developments and investments worth nearly HUF 13 billion, including investments in the modernization of both parcel logistics and postal networks.

Source: [Magyar Post](#)

# DHL's E-Commerce Trends Report 2025: AI and social media reshaping online shopping

04-06-2025

This year's study includes eight chapters, featuring six shopper types and four generational segments, all highlighting how evolving consumer expectations are reshaping the future of online retail.

DHL eCommerce has released its E-Commerce Trends Report 2025, drawing on insights from 24,000 online shoppers across 24 key global markets. This year's study includes eight chapters, featuring six shopper types and four generational segments, all highlighting how evolving consumer expectations are reshaping the future of online retail. While the report covers everything from cross-border purchasing to shoppers' views on sale days like Black Friday, four findings stand out in particular: the way AI and social commerce are transforming online shopping, the essential role that delivery plays in cart conversion, and sustainability shaping loyalty.

"It's important to recognize that there isn't just one type of online shopper or one type of market. The reasons for cart abandonment can vary widely. Our E-Commerce Trends Report analyzes the trends and developments shaping online shopping worldwide to help our customers grow their businesses. Logistics plays a crucial role in this process, and we see ourselves as a vital partner, offering our customers relevant insights, expertise, and solutions to drive their success," said Pablo Ciano, CEO of DHL eCommerce.

## Shopping powered by AI: Smarter Journeys, Higher Expectations

Advancements in generative AI are ushering in the next industrial revolution. But how will

AI impact online shopping? DHL's latest e-commerce trend report reveals that AI is one of the most highly anticipated and demanded innovations among consumers, with 7 in 10 shoppers globally wanting retailers to offer AI-powered shopping features. Virtual try-ons, AI-powered shopping assistants, and voice-enabled product search top the list of features consumers actively want to use. Shopping via voice commands is already on the rise, with 37% of global shoppers - and nearly half of social commerce users - making purchases hands-free. As digital expectations rise, so does the demand for intuitive, tech-enabled shopping journeys that blend utility with delight.

## Social Commerce Becomes the New E-Commerce

The traditional e-commerce website is increasingly being replaced - or bypassed - by social platforms. Consumers are turning to apps like TikTok, Instagram, and Facebook not just for discovery, but for purchase. Seven in ten shoppers say they have already made a purchase via social media, and that same proportion expects these platforms to become their primary shopping destination by 2030.

The power of influence also plays a critical role: 82% of shoppers say viral trends and social buzz influence their buying decisions. TikTok in particular is driving change in markets such as Thailand, where 86% of

online shoppers report buying through the app, and globally among Gen Z, where almost 50% are already using the platform to purchase. This shift signals a major transformation in how and where brands need to engage with their audiences, and calls for seamless, mobile-native experiences built for in-app conversion.

### **Delivery and Returns: The Ultimate Conversion Drivers**

While new technologies continue to transform the digital shopping experience, it's the fundamentals of delivery and returns that remain the biggest drivers of cart abandonment. Shoppers aren't willing to compromise when it comes to convenience, flexibility, and control. In fact, 81% of consumers say they will abandon their purchase if their preferred delivery option isn't available. Just as critically, 79% will leave if the return process doesn't match their expectations. Trust also plays a major role, with three out of four shoppers reporting that they will not buy from a retailer if they don't trust the delivery and returns provider. These expectations emphasize the importance of transparent, customer-centric logistics strategies - not just as an operational concern, but as a core part of the conversion funnel.

### **Sustainability and the Circular Economy: From Buzzword to Bottom-Line Impact**

Sustainability has evolved from a brand

differentiator into a core consumer demand. Globally, 72% of shoppers now consider sustainability when making online purchases. For many, this goes beyond packaging or shipping - one in three shoppers have abandoned their carts due to sustainability concerns. Among Gen Z, this figure spikes to nearly one in two.

Consumers are also embracing more circular models of consumption, with over half opting for pre-owned or refurbished goods, motivated by both environmental values and cost efficiency. Additionally, 58% of shoppers express willingness to participate in recycling or buy-back programs offered by retailers. These behaviors point to a growing expectation that brands will not only reduce their footprint but actively empower consumers to shop more sustainably.

As we look towards 2030, social media sales alone are expected to reach 8.5 trillion EUR, exceeding twelve times the current volume. Insights from DHL' E-Commerce Trends Report provide a clear roadmap for retailers aiming to capture the attention of today's diverse shopper demographics. By embracing technology, prioritizing sustainability, and understanding the evolving preferences of consumers, businesses can transform challenges into opportunities. Further insights and information as well as the full report are available under the following link: [dhl.com/e-commerce-report](https://dhl.com/e-commerce-report) or [dhl.com/reports](https://dhl.com/reports)

Source: [DHL group](https://dhl.com/e-commerce-report)

## bpostgroup launching #Reshape2029 towards becoming a regional and digital expert in parcel-sized logistics

03-06-2025

Today, bpostgroup is hosting its Capital Markets Day, during which CEO Chris Peeters, CFO Philippe Dartienne, and the business units' CEOs will present the company's strategy and financial outlook to the analyst and investor community.

### Highlights

- bpostgroup has the ambition towards 2029 to become a regional and digital expert in parcel-sized logistics.
- This ambition is supported by a comprehensive transformation program, repositioning the company from a postal operator with logistics capabilities to a logistics leader that also provides postal services.
- Under the "Rethink the Possible" strategy, launched in 2024, the strategy for this transformation and the long-term ambition were defined.
- #Reshape2029 now focuses on executing on the transformation. This will be done through seven "Must-Wins" that translate bpostgroup's strategic vision into concrete actions and measurable results.
- Within the broader transformation journey of #Reshape2029, aimed at returning to profitable growth and creating long-term shareholder value, bpostgroup sets a 3-year intermediate financial milestone (2024–2027). Over this period, top-line growth is expected to be driven primarily by the expansion of its logistics and cross-border activities, with bpostgroup's top-line expected to exceed €5.0bn in 2027. This will support a progressive EBIT recovery to above €275m in 2027, with momentum expected to build from 2026 onward.
- bpostgroup is set to deploy €160-180m in annual CAPEX to support a focused organic growth strategy, with around half allocated to growth areas driving long-term profitability, enhanced customer experience, and sustainable top-line growth.
- A progressive and sustainable dividend policy is aimed for, with a pay-out ratio in the range of 30-50% of IFRS net profit with a clear focus on long-term value creation.
- The company remains firmly committed to preserving its standalone investment-grade credit rating, with a clear deleveraging plan in place following the Staci acquisition. In the near term, debt reduction takes priority over M&A, supported by strong cash flows and a disciplined financial strategy, with the objective of reducing the leverage ratio to below 2.5x by 2027.

Chris Peeters, CEO of bpostgroup:  
"bpostgroup has been active in e-commerce and logistics for almost ten years. With our ambition for 2029, we want to accelerate this transformation and grow into a regional and digital expert in parcel-sized logistics. This means that we are reviewing our operational processes to put parcels at the core of our activities, while continuing to deliver postal products. To achieve this, we have set up #Reshape2029, a solid transformation strategy that will reposition the group in the market and achieve sustainable growth in

terms of revenue, profit margin, and market relevance”.

### **#Reshape2029: Executing on transformation and delivering value**

bpostgroup is building on its ambition towards 2029 to become a regional and digital expert in parcel-sized logistics supported by a comprehensive transformation program. This transformation will reposition the company from a postal operator with logistics capabilities to a logistics leader that also provides postal services. Under the “Rethink the Possible” strategy, launched in 2024, bpostgroup has defined the strategy for this transformation and outlined a long-term ambition.

2024 also marked the first full year under new executive leadership, with all first-year priorities delivered. The group is now structured around three activities-driven business units - BeNe Last-Mile, 3PL, and Global Cross-border - while the group portfolio has been diversified, and the strategic acquisition of Staci has accelerated bpostgroup’s entry into the B2B market while strengthening its omnichannel logistics capabilities.

The “Rethink the Possible” strategy is now being put into action as part of #Reshape2029. At its core are seven “Must-Wins” that translate the strategic vision into clear actions and measurable outcomes:

#### **3PL Europe & North America**

- **Successfully integrate Staci, Active Ants and Radial Europe**  
Become a regional leader in flexible logistics solutions. Realize commercial synergies through integrated logistics capabilities, and realize cost synergies driven by transport, warehousing, overhead and procurement synergies.

- **Shift Radial US portfolio to mid-market**  
Drive growth across new industries, client sizes and channels, strengthening the client portfolio. Offering of Radial Fast Track to small- and mid-sized enterprises in the US enabled by growing a dedicated sales force.

#### **BeNe Last-Mile**

- **Win share in the growing X2C market**  
Capture market share in growing X2C market segments by offering the most convenient solutions at competitive rates.
- **Build B2B business**  
Bringing new value propositions to target segments, leveraging the strength of the group, including service offering expansion in B2B parcel-sized market.
- **Secure relevance in retail network**  
Secure the future of our retail network by transforming bpost locations into attractive retail destinations, offering proximity multi-services and reinforcing a societal inclusion role.
- **Delivering operational efficiencies**  
Delivering operational efficiencies by moving from mail-driven to parcel-driven operations model, reviewing round structure & flows, optimizing asset utilization and adapting the workforce organization.

#### **Global Cross-border**

- **Build new lanes**  
Within Global Cross-border activities, further boost existing lanes and develop new lanes and solutions, and expand into B2B.

#### **bpostgroup’s financial ambition and capital allocation policy over the next 3 years**

As part of its #Reshape2029 transformation strategy, bpostgroup outlines a financial

trajectory aimed at returning to profitable growth and creating long-term shareholder value. A 3-year intermediate milestone (2024–2027) has been set within the broader transformation journey.

Over this period, top-line growth is expected to be driven primarily by the expansion of the logistics and cross-border activities, with bpostgroup's revenue expected to exceed €5.0bn in 2027. This will support a progressive EBIT1 recovery to above €275m in 2027, with momentum expected to build from 2026 onward. For 2025, bpostgroup reiterates its guidance to deliver an adjusted EBIT of €150–180m, with current trends suggesting reduced exposure to the lower end of the range.

As the EBIT contribution profile is shifting from legacy businesses to logistics, the 3PL business unit is emerging as the main growth engine post-transformation, while Global Cross-border is expected to remain strong and BeNe Last-Mile is progressively repositioned.

3PL combines operations in Europe and North America. In Europe, high-single-digit revenue growth CAGR2 is expected over 2024–2027, supported notably by the successful replication of the proven Staci growth model across the region. In North America, revenue is projected to remain broadly stable or decline slightly at a low-single-digit CAGR due to previously announced client churn in 2024 and early 2025, which is only partially offset by new client wins through the Radial Fast Track offering and ongoing market expansion into new verticals, with a focus on value over volume. As a result, total operating income for 3PL is expected to grow at a low-to-mid-single-digit CAGR2 over 2024–2027.

EBIT margin is projected in the 8–10% range, supported by Staci's best-in-class profitability (>12%), continued margin improvement at

Radial and Active Ants, and ongoing margin recovery in North America.

Global Cross-border combines operations in EurAsia and North America. In EurAsia, solid Commercial expansion is expected to drive growth, more than offsetting the structural volume decline in Postal. In North America, growth is expected to remain modest in the near-term, reflecting the impact of 2024 headwinds such as overcapacity and heightened competition, as well as tariff uncertainty that is delaying business decisions and commercial cycles. Together, at a divisional level, these dynamics are expected to result in mid-single-digit revenue growth CAGR in the next three years.

A slight margin dilution is anticipated due to product mix evolution — namely, the decline in Postal and the expansion of lower-margin Commercial flows — that is expected to be largely offset by continued transport efficiency initiatives. As a result, the EBIT margin is expected to remain strong and is projected in the range of 10–12% in 2027. Combined with top-line growth, we expect stable EBIT levels over the period.

BeNe Last-Mile continues to operate in a structurally declining mail market, with mail volumes expected to decrease at a high-single-digit rate on average annually between 2024 and 2027. While average revenue per mail item is expected to improve through price and mix effects (low-single-digit annually), this will not fully offset the volume decline — particularly following the end of the Press concession in June 2024. In addition, a temporary revenue drop is expected in 2026 due to the conclusion and retendering of two major State services (679 and ELP). In parallel, several growth drivers continue to support the top-line: Parcels X2C volumes are expected to grow at a mid-single-digit annual rate, with low-single-digit price/mix



improvement. Additional top-line contribution will come from new B2B volumes, as well as sustained growth in Personalized Logistics and domestic cross-border flows. As a result, total operating income is expected to reconverge towards 2024 levels in 2027.

EBIT margin is projected at 2.5–3.5% in 2027, with 2026 reflecting temporary pressure due to the top-line decline. The margin profile also reflects a gradual shift in product mix, with a decreasing share of mail, partially offset by operational efficiencies in areas such as network flows, distribution rounds, asset utilization, and workforce organization.

The company's capital expenditure strategy is focused and disciplined, with annual investments of between €160–180m, half of which supporting organic growth initiatives. Key focus areas include the expansion of e-logistics capabilities, parcel lockers and network optimization - each chosen for their ability to deliver attractive financial returns and strategic impact, with measurable improvements in operational efficiency, customer experience, quality and strategic differentiation. Even in a post-acquisition context, the company continues to reinvest in the areas that fuel long-term, sustainable growth.

bpostgroup's dividend policy is designed to deliver consistent and attractive returns to shareholders, while supporting long-term business transformation. The company reaffirms its distribution policy of 30–50% of IFRS net profit, guided by financial discipline, thereby aiming for a progressive and sustainable dividend while continuing to drive shareholder value through reinvestment and capital efficiency.

Maintaining a prudent capital structure is central to the company's financial strategy,

with a clear commitment to preserving its standalone investment-grade credit rating. Following the Staci acquisition, bpostgroup has outlined a deleveraging path, targeting a reduction of the leverage ratio to below 2.5x by 2027. Our disciplined approach ensures we can fund strategic initiatives while preserving resilience in a dynamic operating environment.

The Capital Markets Day presentation can be followed on this page. Presentations will start at 10.00 CET and are expected to last until 13:00 CET, Q&A included.

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The presentation (PDF) is available on the same page.

1 All references to EBIT(DA) or EBIT(DA) margin in this document refer to Adjusted EBIT(DA) or Adjusted EBIT(DA) margin, as defined in section 7.1.10 "Definition of Adjusted Performance" of the company's Annual Report.

2 The 2024 baseline has been rebased to reflect a full 12-month contribution from Staci (approximately €800m), compared to €338m over the 5-month period included in the reported 2024 results, following the acquisition in August 2024. This adjustment has been made to enhance comparability on a like-for-like basis.

3 Financial outlook presented on February 28, 2025, with the 2024 full-year results. Updated on May 8 following the release of Q1 2025 results: EBIT guidance of €150–180m unchanged, with current trends suggesting reduced exposure to the lower end of the range.

Source: [bpostgroup](#)





## DHL launches Xcelerate: a premium fast-track airport-to-airport cargo service

04-06-2025

Introducing a must-fly cargo product that prioritizes shipments and enhances customer experience with exceptional service.

DHL Aviation, the aviation business of DHL Express, has launched Xcelerate, a premium fast-track airport-to-airport cargo product designed to offer customers priority shipping and superior service. This innovative offering provides the fastest available shipping options with guaranteed capacity and shorter transit times. The launch aims to meet the evolving needs of customers seeking expedited logistics solutions and enhances DHL Aviation's range of international air cargo products for freight forwarders and major shippers.

Customers can benefit from immediate booking confirmations within the scope of a guaranteed service, ensuring that late bookings are accommodated efficiently. The product also allows for last-minute cargo acceptance, close to flight departures, with high loading priority. This means that shipments can be dispatched with guaranteed capacity at short notice, subject to availability, ensuring that urgent logistics needs are met.

Ingrid Raj, Global Head of Aviation Commercial, DHL Express stated, "We are excited to now offer our cargo customers a premium option similar to the experience offered to passengers by certain airlines. This

'must-fly' offering has been developed based on customer feedback and the collaboration of various departments." Paul Ennis, VP of Global Operations at DHL Aviation, emphasized the commitment to excellence, noting: "With the introduction of Xcelerate, we are further living up to our customer promise of 'Excellence, Simply Delivered' by providing the highest levels of flexibility and attention for their cargo with a standardized, easy-to-access service."

Furthermore, Xcelerate ensures priority release at destinations, meaning that shipments that arrive last will be the first to be recovered, enhancing efficiency for DHL customers. A dedicated customer service team will oversee shipments end-to-end, providing proactive email notifications to keep customers informed throughout the process and ensuring a seamless journey.

The introduction of Xcelerate not only enhances the product portfolio but also aligns with DHL's sustainability goals, incorporating a mandatory Sustainable Aviation Fuel (SAF) surcharge. This initiative supports DHL's commitment to achieving over 30% SAF blending by 2030 and reaching net-zero emissions by 2050.

Source: [DHL Group](#)

## Poczta Polska is developing its own e-commerce platform. Now you can buy a TV, a coffee machine and an electric scooter here

10-06-2025

Poczta Polska is intensively developing its online store, which has been successfully expanding its offer for over a year. Although initially postal-related items dominated, today the online store offers thousands of products from many categories - from small household appliances to modern consumer electronics.

One of the points of the new offer are products of the TCL brand – one of the largest and most innovative global electronics manufacturers. In the Poczta Polska store, customers can buy, among others, TCL QLED and Mini LED TVs and smartphones with the groundbreaking NXPAPER technology, which ensures comfort of use thanks to a screen that is safe for the eyes. The presence of TCL in the offer confirms Poczta Polska's ambition to offer customers modern, proven and technologically advanced solutions.

In addition to the TCL brand, the offer also includes products from other renowned manufacturers, such as Cecotec (modern small household appliances), Ducati (electric scooters and accessories) and Neoline (video recorders). Customers can also choose from tablets, traditional mobile phones, Wi-Fi routers, car cameras, electric scooters and even electronic accessories for animals - such as automatic waterers or feeders.

The new products are complemented by smart home devices: smoke and carbon monoxide detectors, air quality monitors,

cameras, electronic doorbells and motion sensors. The offer also includes electronic scales, wireless thermometers and electronic nannies.

– The e-commerce channel of Poczta Polska will develop dynamically. I am proud that we can offer our customers products from many recognizable brands – such as TCL – which combine high quality with innovation and affordable price – emphasizes Mikołaj Lewandowski, Digital Commerce Business Manager at the Online Sales Department of Poczta Polska.

The [online store](#) also offers a wide range of products in the following categories: home and garden, health and beauty, sports and recreation, school and office supplies, gadgets and gifts, as well as a wide selection of philatelic items – from classic stamps through personalized "Mój Stamp" issues to limited collector's editions.

Orders are delivered via Poczta Polska courier service, and delivery from PLN 50 is free.

Source: [Poczta Polska](#)

## Co-op partners with Royal Mail to roll out parcel lockers

10-06-2025

Co-op and Royal Mail have signed a partnership to rollout parcel lockers at the convenience retailer's stores. The first ones will launch in summer, with plans for lockers at 100 stores.

The lockers will add an additional convenient service for the community at Co-op stores, allowing people to drop off pre-labelled Royal Mail parcels and returns 24/7. Collection will also be available at the lockers soon.

The lockers provide label printing, meaning customers simply need to pay for postage online and print the label by scanning a QR code at the locker, or request a QR code if they are returning a purchase.

Royal Mail's prices start from as little as £1.55 online for a small parcel that fits through the letterbox, which is the cheapest on the market.

Royal Mail launched its own parcel locker network in December to meet growing demand for convenient parcel drop-off and collection options from online shoppers and growing numbers of people selling on secondhand marketplaces.

Anna Malley, Director of Partnerships and Acquisitions at Royal Mail, said: "We are focused on rolling out lockers in locations that are as convenient as possible for our customers, so Co-op's model of providing a hub for community services at its stores is perfect.

"Our customers are sending more and more

parcels, whether that's returning online purchases or selling secondhand clothing on marketplaces, so it's crucial that we give them a wide range of options to do so. This partnership will help us to expand our network, creating even more drop off points."

George Hayworth, Co-op's Head of Online Development, said: "We are delighted to partner with Royal Mail, enabling Co-op to further expand its network of safe, secure and convenient parcel lockers. Co-op is focussed on developing added services and enhanced convenience – we aim to have the best small shops, and work to ensure our stores are a convenient destination for a range of services that meet local needs. Including growing our network of lockers to help residents, commuters and time-pressed consumers pick up or return parcels at a time that suits them, quickly, easily and conveniently."

In addition to home delivery, there are now more than 23,000 locations where Royal Mail customers can drop off and collect parcels including 1,700 lockers, 8,000 Collect+ stores, 11,500 Post Office branches, 1,200 Royal Mail Customer Service Points and 1,400 parcel postboxes. Customers can also drop off parcels small enough to fit in any of the 115,000 postboxes and request proof of postage.

Source: [International Distribution Services](#)

## bpostgroup launching its 2029 strategy towards becoming a regional and digital expert in parcel-sized logistics

03-06-2025

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This ambition is supported by a comprehensive transformation program, repositioning the company from a postal operator with logistics capabilities to a logistics leader that also provides postal services.

Under the “Rethink the Possible” strategy, launched in 2024, the strategy for this transformation and the long-term ambition were defined.

#Reshape2029 now focuses on executing on the transformation. This will be done through seven “Must-Wins” that translate bpostgroup’s strategic vision into concrete actions and measurable results.

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sustainable top-line growth.

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bpostgroup’s financial ambition and capital allocation policy over the next 3 years  
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The company's capital expenditure strategy is focused and disciplined, with annual investments of between €160–180m, half of which supporting organic growth initiatives. Key focus areas include the expansion of e-logistics capabilities, parcel lockers and network optimization - each chosen for their ability to deliver attractive financial returns and strategic impact, with measurable improvements in operational efficiency, customer experience, quality and strategic differentiation. Even in a post-acquisition context, the company continues to reinvest in the areas that fuel long-term, sustainable growth.

bpostgroup's dividend policy is designed to deliver consistent and attractive returns to shareholders, while supporting long-term

business transformation. The company reaffirms its distribution policy of 30–50% of IFRS net profit, guided by financial discipline, thereby aiming for a progressive and sustainable dividend while continuing to drive shareholder value through reinvestment and capital efficiency.

Maintaining a prudent capital structure is central to the company's financial strategy, with a clear commitment to preserving its standalone investment-grade credit rating. Following the Staci acquisition, bpostgroup has outlined a deleveraging path, targeting a reduction of the leverage ratio to below 2.5x by 2027. Our disciplined approach ensures we can fund strategic initiatives while preserving resilience in a dynamic operating environment.

Source: [bpost](#)

## Latvijas Pasts reported 93.7 million EUR in turnover last year

05-06-2025

In 2024, the net turnover of SJSC Latvijas Pasts amounted to 93.7 million EUR, with EBITDA reaching 6.4 million EUR. EBITDA profitability improved compared to 2023, rising to 6.9 %. This reflects effective cost management and operational progress. The 2024 Annual Report of Latvijas Pasts confirms that the company ended the year with net losses of 100 thousand EUR. Meanwhile, the total investment reached 6.2 million EUR – the highest amount invested in the past five years.

In 2024, Latvijas Pasts recorded a turnover of 93.7 million EUR, representing a 13.5 % decrease compared to 2023. The most significant impact on turnover and profit resulted from a decline in international mail volume in certain regions, as well as reduced demand for the universal postal service (UPS). According to the Public Utilities Commission's 2024 Industry Report, compared to 2023, the volume of letter mail declined by 14.2% and the volume of deliverable subscription periodicals – by 14.6%. Another important factor influencing the results was the absence of UPS tariff revisions in 2024.

The postal industry continues to face rising logistics costs, growing competition and the ongoing need to modernise infrastructure. In response, Latvijas Pasts placed particular emphasis on effective operational and cost management throughout the past year. To enhance the speed and reliability of mail delivery, the company continued its operational transformation last year, focusing on the modernisation of logistics and mail processing.

Latvijas Pasts concluded 2024 with ambitious investments totalling 6.2 million EUR, marking the highest investment amount in the past five years. The largest investments are focused on expanding the network of parcel boxes and attracting international e-commerce customers, which will drive the company's turnover growth in 2025 and

beyond.

“The year 2024 in the history of Latvijas Pasts is certainly one to be marked as a year of significant investments and challenges. We have achieved many things: we've established the largest parcel locker network in Latvia, made significant strides in international cooperation, as well as developed a new post office concept, which we are actively implementing this year. Be it traditional mail or personalised business services, we responsibly and boldly strive to become customers' first choice for postal deliveries, while ensuring the sustainable development of the national postal operator. Many thanks to Latvijas Pasts' customers and partners for their continued cooperation, and to our employees for their dedication and contributions in 2024,” says Ārīrs Rudzītis, Chairman of the Board of Latvijas Pasts.

There is a growing focus among both our partners and customers on sustainable cooperation rooted in environmentally responsible practices. Integrating sustainability into Latvijas Pasts' operations is now essential not only for regulatory compliance but also for maintaining service competitiveness. Latvijas Pasts has identified sustainability – alongside efficiency, digitalisation, customer experience and employee well-being – as one of the key pillars of the company's development.

Latvijas Pasts is pursuing long-term e-commerce development and expanding its operations across the Baltic States and beyond in order to:

- become the customer's first choice in both physical and digital environments;
- improve postal delivery, transit and financial services;

- develop advanced, customer-friendly and convenient services.

In 2025, the company focuses on boosting sales, attracting new customers, enhancing customer service and expanding the functionality of its new self-service portal. A profitable performance is anticipated for the company in 2025.

Source : [Latvijas Pasts](#)



## Postal customer service experts meet in Zagreb to exchange best practices

05-06-2025

Experts from postal customers services from all over the world took part in the 2025 Global Forum of the IPC's Global Customer Service System (GCSS) hosted by Hrvatska pošta in Zagreb.

The workshop included information sharing via presentations with questions and answers (sometimes also video augmented) by postal operators and international postal networks' representatives. Interactive breakout sessions were held on topics of Postal Customer Service and AI, quality international postal inquiries, and preparation for a new IPC postal inquiry system (replacing GCSS) in 2026.

The workshop was also the occasion for an exchange with the e-retailer Notino and the e-Commerce Croatia Association. "Overall, I was very positively impressed with the workshop. We used this time to meet with our friends from Hrvatska pošta, with whom we are working closely. Needles to point out that the time spent there was high quality time, with no opportunity missed", concluded Aleksandar Alačkov, Transportation Director NOTINO.

Linking 292 postal call centres globally in 191 countries, IPC's Global Customer Service System is a unique platform in the postal industry. IPC's GCSS is a web-based application enabling the exchange of inquiries between postal operators' customer service departments. The system allows for the immediate action of customer queries, while customer service agents of participating posts can directly connect to share queries and information. This information is automatically complemented by detailed item event tracking history.

A visit to Hrvatska pošta's automated sorting and logistics facility and an INTERCONNECT Customer Service Working Group meeting, concluded the Workshop.

The GCSS Global Forum was created by IPC in 2019 to

promote dialogue and form connections between IPC and posts' customer service managers, to improve international postal customer service across all international postal networks offering tracked services.

## Poczta Polska and Temu: strategic partnership to strengthen e-commerce logistics in Poland

03-06-2025

Poczta Polska is tightening its cooperation with Temu, the most popular global direct-from-factory e-commerce platform in Poland. In February, the portal was visited by almost 18 million Poles\*. Closer cooperation will enable smooth logistics integration and, consequently, ensure faster deliveries to customers throughout Poland via Poczta Polska.

The cooperation aims to improve the quality of services, increase the reliability of the logistics process and ensure the range of deliveries throughout the country, and consequently increase customer satisfaction with the services of both companies. Poczta Polska is distinguished by the highest standards of the delivery service, including: telephone confirmations before delivery of the parcels, direct transfers and real-time tracking.

Thanks to state-of-the-art logistics hubs in Ciemne near Warsaw, Lisi Ogon and Wrocław, the national operator guarantees fast and precise sorting, processing and delivery of parcels to over 22,000 collection points (including the most popular chain stores such as Żabka, Arhelan, Lewiatan, Delikatesy Centrum, ABC, Groszek Euro Sklep

and DuÅ¼y Ben). Poczta Polska logistics meet strict efficiency criteria, including processing orders on the same day and ensuring full process support during peak seasons. Last winter, Temu launched a Local-to-Local model in Poland to encourage Polish, local companies to sell on the platform. The company aims for 80% of its European sales to be sourced and shipped from local warehouses.

Since its global debut in September 2022, Temu has expanded to over 90 markets worldwide, offering a wide selection of goods at competitive prices. In 2024, Temu was recognized as the best Apple Recommended App and won the Polish Blix Award for Best Promotion.

\* Data from [www.wirtualnemedia.pl](http://www.wirtualnemedia.pl)

Source: [Poczta Polska](#)

## bpostgroup successfully prices a €750 million senior unsecured bond offering

12-06-2025

bpostgroup is pleased to announce that it has successfully priced a €750 million senior unsecured bond offering with a 7-year maturity and a coupon of 3.479%, today. The bond will be rated A- by Standard & Poor's. With an oversubscription of 3.3 times, the bond offering was well received and placed with a diversified institutional investor base, underscoring market confidence in bpostgroup's strategic direction and business model. The proceeds will be used for the refinancing of the outstanding €650 million 1.250% bond maturing in July 2026 and for general corporate purposes.

This transaction secures bpostgroup's long-term financing, supporting the strategic vision presented during last week's Capital Markets Day and the #Reshape2029 transformation plan. It complements the two tranches of €500 million each, with 5- and 10-year maturities issued last October, carrying coupons of 3.290% and 3.632% respectively, to finance the acquisition of Staci.

In parallel, bpostgroup launched a tender offer earlier this week to repurchase any and all of the existing €650 million bond. The tender offer period will close at 5.00pm CET on 17 June 2025. As the tender offer is still ongoing, the final repurchase amount is yet to be determined. Any proceeds from the new bond issuance not allocated to this repurchase will be placed in money market

products until the bond's maturity in July 2026, with a positive carry gain and a neutral impact on the group's net debt.

BNP Paribas, BofA Securities, and ING acted as Joint Global Coordinators on the transaction, with Belfius and KBC acting as Joint Bookrunners.

Chris Peeters, CEO of bpostgroup: "Following the successful issuance last October to finance the acquisition of Staci, today's transaction once again demonstrates investor confidence in our transformation strategy as presented to the market last week. Our financing is now secured for the years ahead, allowing us to remain focused on executing our strategy."

Source: [bpostgroup](https://www.bpostgroup.com)



# Australia Post unveils next-generation Post Office to meet parcel boom

17-06-2025

Australia Post has unveiled Australia Post Parcels – a new, modern format Post Office designed to make sending, collecting and returning parcels faster and more convenient for Australians.

Dedicated to parcel services, Australia Post Parcels' focused approach allows for a streamlined experience, helping customers get in and out quickly, with added flexibility through 24/7 self-serve options and secure 24/7 free Parcel Lockers.

The latest of Australia Post's next generation Post Office officially opened today in Fitzroy, VIC – following the opening of Waterloo, NSW last week. Additional locations in St Leonards (NSW) and Chadstone (VIC) will open soon.

Australia Post Executive General Manager Retail, Brand and Marketing, Josh Bannister said Australia Post Parcels has been designed with flexibility and convenience at its core, ensuring Australia Post continues to service customers where and when they need it most.

"The number one reason a customer visits the Post Office is to collect a parcel, so we're making it easier and quicker to collect and send parcels at a time that suits them. With Aussies shopping more online than ever before, we're evolving our network to keep pace with how our customers are using postal services." Mr Bannister said.

Australia Post Parcels blends in-person assistance with convenient self-service options, including 24/7 access to secure Parcel Lockers. Many locations will also feature a dedicated 24/7 self-service zone, accessible via a one-time entry code

generated in the Australia Post app. This allows customers to enter the space outside of assisted ours and send parcels at a time that suits them.

Customers can collect or return online purchases around the clock, and trial sites also feature 24/7 accessible vending machines stocked with packaging, stamps and other mailing essentials.

This next-generation format is designed to be flexible and scalable, with some featuring a smaller physical footprint but a highly efficient back-of-house setup to manage increased parcel volume.

## A Future-Ready Network

The rollout is underpinned by extensive customer insights and behavioural research, ensuring the format reflects what customers need today— while also preparing the network for future growth.

Australia Post has carefully selected trial locations based on parcel data, local sending and receiving patterns, as well as proximity to other nearby Post Offices, where full-service offerings remain available.

This trial is part of Australia Post's broader vision to create a smarter, more agile Post Office network – ready to serve the evolving needs of customers and communities across the country.

Source: [Australia Post](#)



## DHL Group has integrated more than 30,000 refugees into the labor market within ten years

17-06-2025

DHL Group supports refugees with language courses, job application training, and internships to facilitate their entry into the job market.

DHL Group has given more than 30,000 refugees prospects in the labor market over the past ten years since the refugee wave 2015 and is one of the largest employers of refugees worldwide. In addition to permanent employment contracts and internships, around 350 refugees have completed an apprenticeship at DHL Group since 2015. Many of the current employees come from the main countries of origin for refugees: Syria, Afghanistan, and Ukraine. Due to the high number of low-threshold entry-level jobs, they are primarily employed in the delivery or sorting of letters and parcels. Some have now found employment in the professions for which they were once trained. Many others have been able to develop their careers within DHL Group - for example, from delivery driver to team leader.

"Enabling refugees with work permits to quickly enter the labor market is not only a prerequisite for social integration, it's also in the German economy's own interest, as it can relieve the burden on social systems and mitigate the effects of demographic change. We are therefore proud to be leading the way in this area and to have offered more refugees in Germany an entry into the labor market than any other company in Germany," says Thomas Ogilvie, Chief Human Resources Officer and Labor Director at DHL Group.

DHL Group supports refugees with language courses, job application training, and internships to facilitate their entry into the job market. A focus is on mentoring programs for

young talents, providing support not only in a professional context but also in everyday matters - such as finding accommodation or dealing with the authorities. A key issue is language learning. Despite successfully completing courses, some people lack sufficient knowledge in professional or everyday situations. DHL Group offers its own language learning app, which allows users to learn vocabulary from a professional context and simulate conversation situations, such as customer interactions.

According to a study published in 2023 by the "Refugee Integration Insights Institute", DHL Group ranked second worldwide among the [50 largest global companies](#) in terms of integration figures at that time. There is also close internal communication regarding integration measures and programs with DHL divisions worldwide - for example, with France, the Netherlands, and Mexico.

To ensure high quality of offerings and to make early contact with refugees seeking jobs, the company works closely with partners, including the Federal Employment Agency in Germany and the United Nations. Additionally, DHL Group is part of the #WithRefugees initiative, coordinated by the UN High Commissioner for Refugees (UNHCR).

Ricarda Brandts, Chairwoman of the UN Refugee Agency: "The successful integration of refugees is a shared responsibility of politics, civil society, and business. DHL Group

impressively demonstrates how companies can assume social responsibility and create concrete opportunities. When refugees gain access to education, language training, and job opportunities, all parties benefit - people find security and participation, and societies gain diversity and economic strength."

DHL Group employs approximately 600,000

employees worldwide. The company's headquarters is in Germany, where about 210,000 people work for Deutsche Post and DHL. Around 18,000 employees have already volunteered their time for integration measures - they are involved as translators, in mentoring programs, or provide local support, such as helping people find accommodation.

Source: [DHL Group](#)

## La Poste to switch to Tetris® mode

10-06-2025

If La Poste is now a leader in responsible logistics, it's thanks to the efforts it has made over the past decade to reduce the carbon emissions of its transport and delivery operations. The most beneficial of these is an innovation from the world of video games: stacking as many parcels as possible in trucks, avoiding empty spaces, in the style of the game Tetris. By innovating in this way, La Poste has "killed the carbon game" thanks to Tetris, and signed an iconic partnership.

Parcels aligned, carbon saved. How can we reconcile the growing volume of parcels to be handled each year (490 million parcels delivered in France in 2024) with the ambitious goal of reducing CO2 emissions ?

The innovation came from the world of video games, with a logic as playful as it is effective: stack as many parcels as possible in the trucks, avoiding empty spaces, in the manner of the game Tetris.

Thanks to this winning Tetris®-style logic, La Poste has tripled the number of parcels transported in a single truck, from 1,500 to 4,500. Better-filled trucks mean fewer trucks on the roads and less pollution, with a final score of 15,000 tonnes of CO2 emissions avoided every year. Tetris mode is therefore a real lever for the environment.

La Poste has turned the tables on carbon reduction. By referring to Tetris, it proves that it's not always necessary to rely on cutting-edge technologies to move the lines.

### An iconic partnership

VivaTech 2025 will feature the collaboration between La Poste and Tetris. Philippe Wahl, CEO of La Poste Group, and Maya Rogers, CEO of Tetris, will perform a unique duet on the show's main stage on June 13. They will tell the story of how their companies have both succeeded in transforming their business models in a technologically disruptive world. Visitors will also be able to enjoy a range of activities on the La Poste stand.

Finally, Tetris stamps will be issued for the occasion. They will be sold online and in major post offices across France for all fans and nostalgics of the iconic game.

This innovative partnership between La Poste and Tetris combines ingenious gaming and sustainable logistics, setting a new environmental standard.

Source: [La Poste Groupe](#)

## DHL Group to invest more than EUR 500 million in fast-growing markets in the Middle East

11-06-2025

This investment underscores DHL's commitment to the region and its importance for the future of global trade.

DHL Group ("DHL") has announced plans to invest more than EUR 500 million in the Middle East, with a strategic focus on the rapidly expanding Gulf markets of Saudi Arabia (KSA) and the United Arab Emirates (UAE). This investment, set to take place between 2024 and 2030, underscores DHL's commitment to the region and its importance for the future of global trade. DHL Group's Strategy 2030, launched in 2024, prioritizes growth regions and geographic tailwinds generated by shifts in global trade.

The investment spans all four DHL divisions - DHL Express, DHL Global Forwarding, DHL Supply Chain, and DHL eCommerce - and will significantly strengthen the region's logistics backbone. By enhancing infrastructure, expanding networks and capacity, and elevating service capabilities, DHL aims to empower businesses operating across and with the Middle East to capitalize on growth opportunities from trade, ensuring support and resilience for customers as they navigate evolving market demands. The company's divisions provide a broad portfolio of logistics and transportation services to customers in the Middle East, including express parcel delivery, air, ocean and overland freight, warehousing, fulfilment and distribution, customs brokerage and specialized operations for sectors such as life sciences, healthcare, e-commerce and battery logistics.

"The region of the Gulf Cooperation Council (GCC) is rapidly emerging as a global logistics and innovation hub," said John Pearson, CEO

of DHL Express. "Our investment reflects the region's increasing strategic importance in connecting Asia, Europe, and Africa, and our commitment to supporting its transformation into a catalyst for regional and global trade. DHL Express is seeing dynamic growth and export potential in the region's e-commerce sector, for example, which is providing opportunities for entrepreneurs and smaller businesses to expand their offering to global markets."

### Supporting FDI, exports and building supply chain resilience

The Middle East is emerging as a vital trade hub, facilitating commerce between Asia, Europe, and the US while serving as a gateway to Africa. The region is witnessing growth not only due to attracting investments from multinationals expanding their operations but also because Gulf- and Middle East-based businesses are growing and increasing their exports. DHL's services, the local and global expertise of its team, and the flexibility offered by the company's extensive transportation and warehousing network and digital platforms, automation and technologies help businesses build supply chain resilience at a time of heightened volatility and uncertainty in global trade.

Hendrik Venter, CEO of DHL Supply Chain, Europe, Middle East & Africa, added, "DHL Supply Chain has actively expanded in Saudi Arabia and UAE in recent years, recognizing the positive economic development, the



increasing maturity and sophistication of supply chain operations in the region and the growing demand for specialized, outsourced logistics support. With a strong focus on the energy sector, life sciences, healthcare, and technology, we are poised to take advantage of our contract logistics expertise to meet the unique needs of our customers and drive innovation in these critical areas."

Amadou Diallo, CEO of DHL Global Forwarding, Middle East & Africa, remarked, "This investment underscores our confidence in the Middle East's economic trajectory and our continued commitment to be ahead of the curve in digital capabilities and sustainable transportation for our customers. We also consistently aim to find entrepreneurial freight forwarding solutions that build supply chain resilience, keep their goods flowing and help them to uncover growth opportunities in a world that is characterized by uncertainty and volatility. By expanding our operations, we will be even better positioned to support our clients in navigating the complexities of international trade and logistics."

DHL Group recognizes the growing opportunities in the energy sector, encompassing traditional oil and gas as well as renewables and electrification. The company also sees potential in the life sciences and healthcare markets, alongside the burgeoning e-commerce landscape. For example, The Kingdom of Saudi Arabia (KSA) is experiencing a strong inbound market for B2C, especially with high-end goods, driven by ongoing tourism initiatives and events.

### **Targeted investments in quality, capacity and efficiency**

The investments will focus on the following

areas across DHL's business units:

- **DHL Express:** Investments will be made in hub and gateway facilities, as well as enhancing aviation capacity to improve service efficiency and delivery speed.
- **DHL Global Forwarding:** The company will expand its overall presence in the region, invest in its fleet - including electric trucks - and pursue joint venture initiatives such as the recent joint venture with Etihad Rail to enhance connectivity and logistics capabilities.
- **DHL Supply Chain:** There will be an expansion of the contract logistics offering in both the UAE and KSA, which includes increasing warehousing capacity, upgrading equipment, and integrating advanced technology to optimize operations.
- **DHL eCommerce:** The acquisition of the delivery provider AJEX in Saudi Arabia will enhance DHL's e-commerce capabilities, facilitating better last-mile delivery services in a rapidly growing market.

DHL is also committed to sustainability, investing in alternative fuel, and electric delivery vehicles, aviation fuels in air freight and biofuels for road and ocean freight, as well as solar energy and clean power for facilities. This commitment ensures that supply chains become more sustainable, and customers achieve their net zero ambitions. This is aligned with the agenda of governments in the region to lead on environmental sustainability. DHL aims to implement best practices in logistics and innovation, strengthening its longstanding position as a leader and investor in the talent and economic potential of the Middle East.

Source: [DHL group](#)

## For the PIA project, they received a gold award at the DiggIt conference

05-06-2025

Pošta Slovenije received the DIGGIT Gold Award in the category of Artificial Intelligence - Digital Innovations. The Pošta Slovenije Contact Centre AI Transformation project convinced the committee by introducing the first voice AI assistant into the contact centre, a comprehensive transformation of the contact centre, supported by artificial intelligence and results that improve the user experience every day, as PIA learns and grows as it learns and grows

The recognition is an important milestone, but also an incentive – to continue to develop services that are smart, friendly to people and accessible to all generations. PIA is proof that modern 21st-century mail can successfully combine tradition and innovation – and bring real value to people through user-friendly AI. At the same time, it also confirms our focus

on digital transformation, improving user experience and developing modern solutions for the B2B and B2C environment. Sincere congratulations to all the colleague teams who contributed to this well-deserved victory. Together we push the boundaries!

Source: [Pošta Slovenije](#)

## DHL Group secures green electricity from EnBW's offshore wind farm

16-06-2025

With the energy from He Dreiht, the company covers approximately 16 percent of its current annual electricity demand in Germany.

DHL Group has agreed a long-term electricity supply contract with ENBW Energie Baden-Württemberg AG for the purchase of around 80 gigawatt-hours per year of electricity from renewable sources from 2026, taking another step toward its own decarbonization targets. The electricity will be produced in the He Dreiht offshore wind farm in the German North Sea, which is scheduled to go into operation in stages until spring 2026. The Power Purchase Agreement (PPA) between DHL Group and EnBW is set for ten years. With the energy from He Dreiht, the company covers approximately 16 percent of its current annual electricity demand in Germany.

"Smart energy management is key to achieving our goals. The deal with EnBW is another important step on our path to net-zero greenhouse gas emissions in logistics by 2050. The long-term agreement with our energy partner ensures a reliable supply of electricity from renewable sources for our operations and contributes to supporting the energy transition. This is an example of how fostering proactive supplier relationships can contribute to a more sustainable and positive ecosystem", says Anna Spinelli, Chief Procurement Officer at DHL Group.

As part of its Strategy 2030, DHL Group aims to become the Green Logistics Provider of Choice, as sustainability is increasingly becoming a key differentiator in logistics. The Group is thus continuing its pioneering efforts to make the entire logistics chain as

sustainable as possible. The utilization of renewable energy is one of the key measures to reduce greenhouse gas emissions. This also includes the use of sustainable fuels, the expansion of the electric fleet, the development of climate-neutral buildings, and the establishment of a green product portfolio. By 2050, DHL Group wants to reduce all logistics related emissions to zero.

Matthias Obert, Executive Director Trading at EnBW: "We are delighted to support DHL Group on its journey towards zero-emission logistics. This partnership underscores our position as a major provider of sustainable energy across Europe. PPAs are a targeted and highly flexible instrument for advancing the decarbonization of industrials. They support the companies we partner with in meeting their sustainability goals while underpinning the financing of our projects: a win-win situation for industry and the climate."

The wind farm He Dreiht is one of the first offshore windfarms to be built without government subsidies and it's one of the biggest offshore wind farms in Europe. Following the commissioning of the EnBW Hohe See and Albatros wind farms in the North Sea, the He Dreiht wind farm will double EnBW renewable energy generation capacity in the area, using 64 Vestas V236-15 turbines, each with an output of 15 MW, which are being used commercially for the first time. EnBW is once again playing a pioneering role on the high seas. With a total

installed output of 960 MW, He Dreiht will be able to supply the equivalent of 1.1 million

households with renewable energy.

Source: [DHL Group](#)