

## **bpost makes it easier to send and receive registered mail**

15-07-2024

bpost is more than ever reinventing and improving its core products to meet the needs of customers in 2024. Our registered letters will therefore be the first to receive an upgrade. Sending or receiving such a letter will be easier than ever! Customers will be able to receive their registered mail after identification via itsme®, receive notifications via the My bpost app or give someone else a mandate.

Simplifying registered mail is just one of the many improvements bpost is working hard on. Our traditional core products, which include, for example, obituaries, are being reinvented. The same exercise is being done for our modern tools, such as the My bpost app. After all, bpost has grown into a strong logistics player, and that includes modern mail products and smart digital tools.

### **What is changing?**

- Notifications and shipment personalization via the My bpost app
- Partnering with itsme® for easy identification
- Give proxy to receive shipment via QR code
- Create your own shipping labels for simplified shipping

The registered mail service remains a beacon of trust for shipments, this both for individuals and companies. Digitization does not change this; it retains its legal value. Registered mail is often used to send important documents, such as contracts, legal letters, invoices or official communications. In all these cases, it is crucial to be able to prove that the mail was sent and received. bpost is now launching several new features to make this easier. Initially for private individuals, but with the ambition to roll this out further in the future.

My bpost app is central to the innovations around registered mail. Indeed, with the My bpost app, you can receive notifications and also manage personalized preferences. So you can choose the way you want to receive and manage your registered mail. (\*)

### **Even simpler via itsme®**

Given the legal value of registered mail, identification is crucial. This is now easier and safer than ever for a sender or recipient of such mail. To this end, bpost is now working with itsme®, the Belgian digital identity app. You can choose to identify yourself via itsme® in your My bpost app and thus accept the registered mail. In the same way, you can change your preferences for receiving.

Through this partnership with itsme®, bpost is making it possible for the 7.2 million Belgian users of the itsme® app to receive their registered mail faster than ever, without unnecessary loss of time and without sacrificing reliability and quality. Thus, more than ever, innovation and digitization are central to improving our customer experience.

In addition to the 'identify via itsme® option, you can also choose to identify yourself via the My bpost app by scanning your identity card with your smartphone and taking a selfie.

Notifications and personalized preferences

via the My bpost application

Via the My bpost app's notifications, the addressee now receives advance notice that a registered mail item will be arriving at your doorstep. This can also be done via e-mail. This way, you can prepare yourself by adjusting the delivery preferences to suit you, or by organizing yourself so that you will be at home when the shipment arrives.

#### **Give proxy via QR code**

If you are not at home, bpost now offers you the possibility to create a unique QR code that allows one of your contacts to receive a registered letter. You can create this "one shot" QR code without having to present any proof of identity or fill out a form for a classic power of attorney at term. The trustee shows them to the mailman, who scans them and gives him/her the registered mail. This provides more flexibility for customers who cannot go in person to the post office or mail point to pick up their shipment.

For "classic" longer-term powers of attorney (up to 3 years), the addressee can send a QR code to the chosen fiduciary. The latter can then receive the registered mailings on behalf of the person who appointed him and even go to pick them up at the post office or postal

point.

#### **Creating shipping labels via the My bpost app**

Not only has receiving registered mail been simplified, sending them is now easier via the My bpost app. Customers can easily create the shipping label themselves via the app and then print it at home or at a post office or postal point. Once the label sticks to the shipment, it can easily be put into one of the mailboxes in the bpost network, or dropped off at any post office or post point. This new feature saves time and unnecessary travel. In addition, the receipt messages are fully digitized, thus making the shipments more environmentally friendly and traceable.

(\* ) Certain registered mail may never be put in the mailbox or delivered upon presentation of the "one shot" QR code. The letter carrier still requires a signature for registered mail with acknowledgement of receipt (including court letters), registered election mail, registered mail of declared value or registered mail that is too large for the mailbox. Similarly, if the mailbox is non-compliant or does not provide sufficient security guarantees, registered mail may not be delivered in it.

Source: [bpost group](#)



## Retail therapy: affordable fashion on the rise during cost-of living crunch

16-07-2024

Online shopping purchases remained steady but was spurred on by growing popularity of End of Financial Year sales. Affordable fashion is driving a 19.1% year-on-year jump in Fashion and Apparel, despite a national household spending slowdown 5.7 million households made an online purchase every month in FYQ4, up 3.8% compared to the same period of 2023.

Australians are turning to affordable retail therapy despite household spending slowing across the nation<sup>1</sup>, according to Australia Post's latest quarterly Inside Australian Online Shopping Report.

Shopping for Fashion and Apparel has spiked in FYQ4 with the number of online purchases up 19.1% on last year. Overall, online purchases grew by 2% in the past year which was partially driven by the continued popularity of key sales events like the End of Financial Year, where spending grew by 4.4% compared to the same period last year (17 to 30 June).

Health and Beauty and Hobbies and Recreation has also increased by 6% and 1.3% respectively, however a reduction in basket size by 2.6% year-on-year<sup>2</sup> suggests that despite parcel volume growth, shoppers are opting for more frequent but less expensive purchases.

Across the country, Tasmania saw the strongest growth in online purchases year-on-year at 8.1% followed by the Northern Territory (6.7%) and Queensland (5%).

Australia Post Executive General Manager, Parcel, Post and eCommerce Services Gary Starr said online shopping continued to be a growing preference for Aussies who were

looking to combat the cost-of-living crunch.

“While Aussies are looking to stay on-trend, they are also looking to stay on-budget, with affordable fashion driving sales. Household spending data shows that Australians are being careful with how they spend their money, and we’re seeing online shopping help them manage costs and shop strategically for affordable items. As eCommerce volumes continue to rise, we know shoppers are taking advantage of sales, managing the size of their baskets, and using online shopping to help compare costs.

“Retailers should note that while overall spending may be down, there are still plenty of opportunities to connect with their customers online – particularly during sales periods.” Mr Starr said.

Learn more about these trends and access data and insights about Aussies and what they’re searching for by visiting the Australia Post Quarterly Online Shopping Report: <https://auspost.com/einsights>.

<sup>1</sup> Australia Post Annual Inside Australian Online Shopping Report 2024

<sup>2</sup> Commbank IQ: ATS compared to last 12 months ending May 2024.

Source: [Australia Post](#)



## DHL and Central Airlines ink Letter of Intent to form new partnership

15-07-2024

DHL Express intends to deploy two owned Boeing 777 freighters with Central Airlines through a multi-year Operating agreement.

DHL Express has signed a Letter of Intent to enter into an Operating Agreement with Central Airlines (HLF / I9) to deploy two DHL B777 freighters. This will be the first time for DHL Express to do so with a local Chinese cargo airline.

"The signing of the Letter of Intent is an important milestone for both parties in the process of establishing a partnership and is another important step for DHL Express to deliver its commitment to long term development in China, and to seek and deepen its cooperation with Chinese companies. The partnership with Central Airlines will further strengthen our capacity on intercontinental cargo routes from China while providing more convenience and higher efficiency for Chinese enterprises to expand their businesses globally", said Dongming Wu, CEO China at DHL Express.

The two DHL B777 freighters to be delivered for operations by Central Airlines will sport a dual DHL and Central Airlines livery. The B777 is the world's largest, longest range, and most capable twin-engine freighter, reducing CO2 emissions by 18 percent compared to the legacy B747-400s.

Annie Hou, Chairman of Central Airlines, said: "We are very pleased to establish a partnership with DHL Express and are full of expectations and confidence in the prospects

of cooperation between the two sides. The partnership fits well with our current B777 freighter operations planning. With the two additional B777s, we will provide stronger capacity to support DHL Express and contribute to the development of cross border e-commerce and promoting China's supply chain and Chinese firms going abroad."

"China is not only the world's factory, but also a global marketplace, and remains the largest shipper on North American Trans-Pacific trade routes in the DHL Express network, as well as Europe's largest trading partner. The partnership with Central Airlines is part of our long-term investment in aviation in China to continue developing new routes, increase route flexibility and optimize our aviation network", added Travis Cobb, EVP Global Network Operations and Aviation at DHL Express.

DHL Express operates over 300 dedicated aircraft across its global network of 220 countries and territories.

Central Airlines operates more than 10 B737F and B777F freighters and launched over 40 domestic and international cargo routes.

Source: [DHL group](#)



## NZ Post adds new eActros electric truck to its commercial fleet

17-07-2024

NZ Post is continuing to lead the way in sustainability by investing in zero emission transport technology with the first Mercedes-Benz eActros all-electric truck joining its fleet.

The 19-tonne truck is packed with next-generation battery technology, alongside advanced safety and driver assistance systems, plus online performance monitoring and data collection. It will be based in the greater Auckland area and operate daily between the Northshore and Silverdale covering over 300km.

NZ Post Group Sustainability Manager Dawn Baggaley says NZ Post is focussed on decarbonising its transport fleet so investing in sustainable, zero and reduced emission vehicles is another move in the right direction.

"Heavy transport plays a vital role in our economy, but it's also a significant contributor to our national emissions," Baggaley said.

"Bringing the eActros truck into our fleet is just another milestone in our sustainability journey and step towards our goal of transitioning to net-zero emissions operations by 2050."

The eActros was first revealed in New Zealand at EROAD's Hamilton Fleet Day in July last year and has undergone a year of validation testing on both North and South Island roads.

Made possible with funding from EECA, the acquisition of the truck came after it was trialled by six different transport companies under a range of load and operating conditions. One of those trialling the truck was NZ Post's freight and logistic company's -

the Fliway Group.

NZ Post was the first company in New Zealand to add a hydrogen-powered truck to its fleet last year when it took possession of a Hyundai XCIENT Fuel Cell truck – which is due to hit its first 100,000km in the next few weeks.

It also invested in a FUSO eCanter, which will now move to Wellington to be tested in a new delivery network environment.

"Our first electric FUSO eCanter truck, which was also co-funded by EECA, has been on New Zealand's roads since 2022 and completed in excess of 90,000km moving freight within our network.

"We believe both hydrogen and electric vehicles have a place in our business and will continue to trial and invest in initiatives that align with our sustainability goals.

"Helping to reduce emissions within our road freight sector reflects NZ Post's commitment to our people, our communities, and the environment.

"For the last few years, we have been actively researching and deploying low-carbon solutions within our heavy transport network and we've seen the viability and reliability of using both electric and hydrogen trucks," Baggaley said.

"This is the second electric truck we are

trailing and since we started trials, we've seen improvements in technology and capability. We plan to continue trialling different electric trucks to see what makes and models are best suited for our operational requirements.

“Social responsibility and sustainability are not optional add-ons for us. They are fundamental to our values.”

Source: [NZ Post](#)



## Royal Mail launches latest drone trial in Argyll and Bute

17-07-2024

Royal Mail has launched its latest trial to deliver mail by drone, in collaboration with drone specialists Skyparts and Argyll and Bute Council.

The drone flights are running between the remote isles of Islay and Jura in the Inner Hebrides until 26 July, with postal workers loading and unloading mail on both sides for the first time.

The multirotor drone, which can carry payloads of up to 6kg, is the same one used in Royal Mail's previous trial in Orkney. It is transporting mail that is usually taken via ferry in a Royal Mail van.

This is the sixth time that Royal Mail has trialled drones and the second using Extended Visual Line of Sight (EVLOS) flying, which allows drones to travel further than the standard Visual Line of Sight by making use of 'trained observers' along its route. These observers keep the pilot, who is flying the drone remotely, updated on critical information to ensure the drone maintains a safe distance from other air users, structures and any hazards.

The weather and geography of the Inner Hebrides can impact the ability to provide an uninterrupted delivery service. For example, pauses in the ferry schedule - by which some mail is transported - are common during poor weather due to the challenges of docking safely.

The use of electric drones for inter-island delivery also brings significant safety improvements, ensuring postal workers can deliver between ports and marinas without risk, as well as emission savings.

Given its Universal Service Obligation to

deliver next day to each of the UK's 32 million addresses, Royal Mail is exploring drones as a method to deliver to remote communities in a more reliable, efficient and environmentally friendly way.

The trial is being run in collaboration with drone specialists Skyparts and Argyll and Bute Council to operate a number of essential services in Islay and Jura, including Royal Mail deliveries.

In November 2022, the UK Government awarded Argyll and Bute Council a grant of £250,000 via the Regulators' Pioneer Fund (RPF) to work in partnership with Skyparts to conduct a series of trials that will serve as a building block to showcase the potential of drones in enhancing vital public services.

Argyll and Bute Council, in collaboration with Skyparts, is supporting organisations like Royal Mail which provide critical services in the area. This collaborative effort aims to demonstrate how these organisations can improve the safety, efficiency and sustainability of their operations and better serve customers by implementing electric drone services.

Chris Paxton, Royal Mail's Head of Drones, said: "This drone trial - Royal Mail's sixth - is the latest step in our innovative collaboration with Skyparts. Trialling drones allows us to test out new ways of working to support our posties in delivering to the most remote areas of the UK. As parcel volumes increase, we are continually looking for new ways to provide a reliable, fast and lower emission service to all



our customers no matter where they live.”

Sir Patrick Vallance, Minister of State for Science, said: “Fresh thinking and new regulatory approaches will give confidence to investors, researchers and consumers alike. We want to encourage businesses to choose the UK as the best destination to develop their new ideas and bring great technologies to market.

“Our funding for these 15 pioneering projects – from drone deliveries for remote communities to using AI in healthcare – will give UK regulators and local authorities the support they need to accelerate innovation and turn it into success in every corner of the country. With our help, innovators working on these projects can experiment with technologies that will transform vital public services.”

Alex Brown, Director of Skyparts Drone Services, said: “Argyll and Bute has been an important region for our UK flight trial and demonstration work over the years. With its coastal and island geography, drone services can significantly improve connectivity and bring substantial time savings for essential services such as medical logistics. We’re pleased to conduct more flights in the region with the Royal Mail and Argyll and Bute Council thanks to the Regulators’ Pioneer Fund.”

Cllr Jim Lynch, Leader of Argyll and Bute Council, said: “We are working hard to make

good things happen in Argyll and Bute and these innovative trials could transform the way vital services are delivered to people in our most remote communities. Not just council services either, but other local authorities, businesses, organisations, and emergency services throughout the UK - there is huge value in partnership working to help bring benefits to the people of Argyll and Bute.

“In addition, by creating a permanent UAV Hub at Oban Airport, we will be investing in future industries. We will be delivering new, greener jobs, and boosting the local economy while continuing to drive down carbon emissions both now and in the future to create a climate-friendly Argyll and Bute. This is a very exciting time for everyone involved.”

In 2020, Royal Mail became the first UK parcel carrier to use a drone to deliver a parcel. The company worked with a consortium of drone companies, including Skyparts, to deliver to a remote lighthouse on the Isle of Mull using a drone.

Royal Mail and its partners achieved two further ‘firsts’ in 2021, becoming the first UK parcel carrier to deliver mail to a UK island via an out-of-sight autonomous drone flight and trialling the first inter-island drone flights in UK with a smaller vertical take-off and landing drone.

Source: [International Distribution Services](#)





# PostNord: Interim Report Q2 2024 - Improved income and continued adjustment to operations

19-07-2024

## April- June 2024

- Net sales totaled SEK 9,709 million (9,812), a decrease of -1 percent (-4) in fixed currency for like-for-like units
- Parcel volumes decreased by in all -1 percent (-1)
- Mail volumes fell by -11 percent (-14)
- Operating income (EBIT) totaled SEK -463 million (-725)
- Adjusted operating income (adjusted EBIT) amounted to SEK 205 million (135)

## January-June 2024

- Net sales totaled SEK 19,209 million (19,710), a decrease of -3 percent (-2) in fixed currency for like-for-like units
- Parcel volumes decreased by in all -2 percent (-2)
- Mail volumes fell by -11 percent (-12)
- Operating income (EBIT) totaled SEK -336 million (-682)
- Adjusted operating income (adjusted EBIT) amounted to SEK 359 million (177)

## Comments from Annemarie Gardshol, Group CEO

### Second quarter

The Group's net sales totaled SEK 9,709 million (9,812), a decrease of -1 percent in fixed currency for like-for-like units. Mail volumes decreased by -11 percent (-14) while parcel volumes decreased by -1 percent (-1). Operating income totaled SEK -463 million (-725). As a consequence of the new Danish Postal Services Act, leading to sharply declining mail volumes and

uncertainty about future mail revenue in Denmark, an impairment loss totaling SEK 598 million negatively impacted operating income. Adjusted operating income totaled SEK 205 million (135). With improved income for the third consecutive quarter, we are showing that ongoing improvement programs are continuing to yield results.

### Continued focus on profitable growth in parcels

E-commerce is regarded as a long-term growth market. PostNord holds a strong position in this market in the Nordics, thanks to an extensive infrastructure of terminals and parcel distribution points, service points and parcel lockers, alongside home deliveries. To be an attractive option in the fast-growing Consumer-to-Consumer market, our offering of seamless, sustainable delivery solutions for both sender and recipient is being developed. As of July 1, consumers can both collect and send parcels from parcel lockers in Sweden.

The comprehensive Cost Leadership program, which has been running since 2023, is going to plan and delivering good results. An important part of this program is the development of an attractive Nordic parcels offering. In Denmark, the business is being further focused on parcels through discontinuation of a major share of the logistics business. The objective is, by focusing more clearly on our core mission, to become the first choice in parcels for Danish consumers. The decision does not affect the offering in the Group's other segments. With a clear focus on cost efficiency and an attractive offering, work towards a leading

Nordic parcels carrier continues.

### **New conditions for the mail business**

In Denmark, compensation from the Danish government for mail to small islands, the visually impaired and international mail has now been established. Within the current regulatory framework, PostNord Sweden is continuously adapting its mail business to the lesser demand from society.

On June 25, the Commission of Inquiry into Digital Mail submitted its report to the Minister for Public Administration. The inquiry proposes the introduction of a requirement for government agencies, municipalities and regional authorities to send government mail digitally to individuals with digital mailboxes. The inquiry makes the judgement that as a result of the proposal, the annual percentage decline in mail volumes may increase slightly. In turn, this may cause a need for further review and modernization of the service levels of the universal postal service.

PostNord views digitization positively and has continuously adapted its operations to the opportunities and challenges arising through the process. However, despite robust actions by the organization, the effects of declining mail volumes are increasingly evident. A decision in line with the original proposals of the Commission of Inquiry into Financing of the Postal Service needs to be taken urgently and as soon as possible.

### **PostNord's sustainability work progressing**

PostNord's climate transition is in full swing, with sights set on fossil-free operations and transportation by 2030. At the end of the quarter, 76 percent of the energy consumed in our own vehicle fleet was from renewable sources. During the quarter, it was announced that for the third year in a row PostNord was included in the Financial Times' list of Europe's climate leaders. As we move forward, we will continue to harness the collective power of PostNord's 400-year history and 15 years as a Nordic-wide Group.

Source: [PostNord](#)



## DHL and Envision team up for sustainable innovations in logistics and energy

22-07-2024

The partnership covers four main areas: logistics solutions, Sustainable Aviation Fuel (SAF), green energy, and the joint development of a "Net Zero Industrial & Logistic Park" □

Envision Group, a leading global green technology company, and DHL Group signed a Strategic Partnership Agreement to foster a comprehensive cooperation in logistics solutions and mutually accelerate the progress of sustainability targets. The partnership covers four main areas: logistics solutions, Sustainable Aviation Fuel (SAF), green energy, and the joint development of a "Net Zero Industrial & Logistic Park". The partnership will combine DHL Group's extensive logistics expertise with Envision's knowledge of renewable energy solutions, aiming to accelerate the advancement of environmental energy initiatives. Both companies are committed to sustainability with targets to reach net-zero emissions. SAF is a key focus area in the scope of this partnership. Both companies recognize SAF as a critical component in reducing carbon emissions in air transportation and advancing the decarbonization of the aviation industry, with DHL aiming to increase the SAF mix to 30% by 2030. In this strategic collaboration, Envision will provide SAF for DHL, supporting the logistics company's goals of reducing carbon emissions while securing global supply. Envision will also explore renewable feedstock sources and technology routes to continuously advance decarbonization in the air transportation sector.

Lei Zhang, Chairman of Envision Group, said, "The aviation sector is currently trailing targets largely due to high costs associated with green hydrocarbons and their derivatives. Envision, through systematic

innovation, can reduce cost and revolutionize the production of SAF at scale. The development of this "new oil" will support global efforts towards carbon neutrality." Additionally, Envision will provide comprehensive green energy transition solutions, including electricity, to support DHL's renewable energy goals through focused green power procurements.

The agreement establishes DHL as a key strategic partner for Envision's development plans, leveraging DHL's extensive network across over 220 countries and territories to support Envision's goals in entering new markets for renewable energy. As Envision's preferred logistics partner, DHL will deploy fully integrated logistics solutions to improve efficiency and quality, ensuring seamless global supply chain management, and comprehensive support in navigating regulatory requirements and operational challenges.

"The partnership framework with Envision represents a further step towards global sustainability leadership for DHL Group. By leveraging our unparalleled logistics expertise and unique global network, we are committed to supporting Envision in their international expansion and logistical challenges." said Tobias Meyer, Chief Executive Officer at DHL Group. "Together, we will lead the change in integrating green technologies and optimizing supply chains, setting new benchmarks for sustainable innovation and global environmental impact through the energy



transition."

Envision and DHL will also explore opportunities for the joint development and construction of a "Net Zero Industrial & Logistic Park" across various industry sectors. The "Net Zero Industrial Park" is a new class of industrial parks that are fully powered by a comprehensive clean energy solution and integrates the supply chains of several industries, such as electric vehicle and battery manufacturing. The Park aims to advance

new electric power systems models and foster green industrial ecosystems, while ultimately expediting the global green transition for customers. The Park already launched in Asia and parts of Europe and the Middle East by Envision will expand its global footprint, with the support of DHL, providing innovative solutions for zero-carbon transformation.

Source: [DHL Group](#)



## The “Global Retail Voices” research features perspective from the top 50 industry leaders.

22-07-2024

As the retail industry continues to evolve, sustainability has become a critical focus for businesses worldwide. In response to this growing trend, Asendia, a global e-commerce and mail solutions provider, has gathered insights from leading ESG and sustainability experts as part of its Global Retail Voices initiative.

The research, which profiles 50 influential figures in the retail and e-commerce sector, includes valuable perspectives on sustainable practices from industry leaders. These experts, representing some of the world's most respected brands, share their thoughts on the challenges and opportunities in implementing eco-friendly strategies in retail operations.

The luxury fashion sector faces significant challenges in adopting sustainable practices, given its traditionally resource-intensive nature. However, with studies such as the report by Boston Consulting Group (BCG) and Comité Colbert showing that approximately 65% of luxury consumers now consider a brand's sustainability practices before making a purchase, the industry faces increasing pressure to transform.

Florence Bulte, Chief Sustainability Officer at Chalhoub Group, addresses this issue head-on, emphasizing the critical role of sustainability in transforming the industry. She states, "Sustainability is the heartbeat of our operations. Our Circularity Report underscores our unwavering commitment to sustainable business models as we strive for Net Zero by 2040. In the dynamic fashion sector, which accounts for approximately 10% of global CO2 emissions, adopting circular initiatives is not optional but essential.

The GCC re-commerce luxury market, valued

at \$480-500 million in 2022 and growing at 15% annually, exemplifies the shift towards circularity driven by conscious consumer behaviour and luxury brands adapting globally. This trend reflects a significant paradigm shift where policy makers, regulators, brands, retailers, and customers must align to drive forward sustainable practices. At Chalhoub Group, we are leveraging these insights to innovate and strengthen our strategy and operations, ensuring that sustainability remains the core of our business ethos."

The push for sustainability in fashion extends beyond individual company initiatives to industry-wide policy changes. As the retail sector grapples with its environmental impact, there's a growing recognition that systemic change requires more than voluntary corporate action. In fact, a recent study by IBM in collaboration with Oxford Economics found that only 30% of fashion companies have made significant progress on their sustainability targets, highlighting the need for stronger regulatory frameworks. Dana Davis, fashion consultant and former sustainability director at Mara Hoffman, highlights the importance of policy in driving sustainable practices: "Sustainability should drive consumer behaviour and shape industry practices, but currently what we really need is policy. These policies would not only set the standards and incentives for sustainable innovation but also ensure accountability,



while fostering a market where eco-conscious citizens and responsible businesses can thrive together."

Davis's call for policy intervention reflects a broader trend in the industry, where leaders are increasingly looking to regulatory frameworks to accelerate sustainability efforts. With the fashion industry responsible for an estimated 4-10% of global greenhouse gas emissions annually, the need for coordinated action has never been more urgent.

Several other industry leaders feature in the e-book, including David Hu, Head of Ecommerce Marketplace at Electrolux Group; and Marija Rompani, Director of Sustainability & Ethics at John Lewis Partnership, to name a few.

Amy Collins, Head of CSR Engagement at Asendia, emphasises the importance of sustainability in the retail sector, particularly in regards to logistics: "The world of retail is embracing sustainability, and it's changing the game for everyone involved in transporting products to your doorstep. It's not just about getting packages delivered fast – it's about knowing how much carbon is emitted from each parcel. Retailers are pushing for detailed info on their shipments' environmental impact, and it's keeping logistics companies on their toes.

But here's the exciting part: all these challenges are sparking new ideas. We're seeing clever new ways to measure and cut down on emissions. The bottom line? Going green isn't just good for the planet. It's becoming essential for businesses to thrive

and keep customers happy in our connected world. Shoppers care about this stuff, and smart companies are listening."

The sustainability experts featured in the Global Retail Voices e-book are part of a larger group of 50 industry leaders selected for their expertise in various areas, including brand, customer experience, product, logistics, and innovation. The e-book aims to celebrate the individuals driving positive change in the retail industry while providing valuable insights for businesses looking to enhance their sustainability efforts.

The selection process for Global Retail Voices involved a comprehensive evaluation of each individual's industry experience, social media influence, professional achievements, and overall impact on the retail sector. This rigorous approach ensures that the e-book represents a true "who's who" of global retail.

"Selected for their contributions, these individuals collectively lead the sector," said Simon Batt, Chief Executive Officer of Asendia. "From visionary leaders to pioneers in sustainability and customer experience, Global Retail Voices showcases diverse talents and applauds remarkable accomplishments. This initiative is not just about recognition but also about inspiring others by highlighting the extraordinary work being done in the industry."

As a unique resource, Global Retail Voices recognises and honours the remarkable contributions of these industry leaders.

Source: [Asendia](#)



# UPS to Acquire Estafeta, Providing Powerful Global Logistics Solutions and Trade Opportunities for Customers in Mexico and Beyond

22-07-2024

Deal Helps Businesses of All Sizes Take Advantage of Mexico Manufacturing Boom, Global Supply Chain Shifts, and North American Trade Growth

UPS today announced that it has entered into an agreement to acquire Estafeta, a leading Mexican express delivery company. This acquisition is a key part of UPS's 'Better and Bolder' strategy, aimed at becoming the world's premium international small package and logistics provider.

“Global supply chains are shifting, Mexico's role in global trade is growing, and Mexican SMB and manufacturing sectors are looking for reliable access to the US market. There is no better way to capitalize on these trends than by combining the size and scale of UPS with Estafeta,” said Carol Tomé, UPS chief executive officer. “As the shift to nearshoring continues, our combined business will give customers in Mexico unprecedented access to global markets with seamless service and greater efficiency.”

The acquisition is an evolution of a commercial agreement established between the two companies in 2020. When the two companies are combined, customers can rely on UPS's integrated solutions that link small package, healthcare logistics and end-to-end supply chain solutions, creating a

differentiated 'One UPS' advantage.

“We're excited to combine Estafeta's proud, 45-year logistics legacy, and our expertise with that of UPS, a company that shares our values of service excellence, investing in people and community engagement,” said President and CEO of Estafeta Jens P. Grimm. “Today's announcement is a testament to the hard work and dedication of our people and the trust of all our customers, vendors and suppliers across Mexico. This is the right time to accelerate our growth, and UPS will help connect our customers to new, global opportunities, and strengthen the connection of Mexico's growing economy to the rest of the world.”

The acquisition is targeted to close by the end of this year, subject to customary closing conditions and regulatory approvals. The value and terms of the transaction are not being disclosed at this time. The transaction will be further discussed on UPS's second quarter investor conference call at 8:30am ET on July 23, 2024.

Source: [UPS](#)



## UPS Releases 2Q 2024 Earnings

23-07-2024

UPS announced second-quarter 2024 consolidated revenues of \$21.8 billion, a 1.1% decrease from the second quarter of 2023

Today announced second-quarter 2024 consolidated revenues of \$21.8 billion, a 1.1% decrease from the second quarter of 2023. Consolidated operating profit was \$1.9 billion, down 30.1% compared to the second quarter of 2023, and down 29.3% on an adjusted basis. Diluted earnings per share were \$1.65 for the quarter; adjusted diluted earnings per share of \$1.79 were 29.5% below the same period in 2023.

For the second quarter of 2024, GAAP results include an after-tax charge of \$120 million, or \$0.14 per diluted share, comprised of a one-time payment of \$94 million to settle an international regulatory matter, and transformation and other charges of \$26 million.

“I want to thank all UPSers for their hard work and efforts in the second quarter,” said Carol Tomé, UPS chief executive officer. “This quarter was a significant turning point for our company as we returned to volume growth in the U.S., the first time in nine quarters. As expected, our operating profit declined in the first half of 2024 from what we reported last year. Going forward we expect to return to operating profit growth.”

### U.S. Domestic Segment

	-	Adjusted	-	Adjusted
	2Q	2Q	2Q	2Q
	2024	2024	2023	2023
	\$		\$	
Revenue	14,119		14,396	
	M		M	
	\$	\$	\$	\$
Operating profit	989	997	1,602	1,681
	M	M	M	M

Revenue decreased 1.9%, driven by a 2.6% decrease in revenue per piece due primarily to changes in product mix.

Operating margin was 7.0%; adjusted operating margin was 7.1%.

### International Segment

	-	Adjusted	-	Adjusted
	2Q	2Q	2Q	2Q
	2024	2024	2023	2023
	\$		\$	
Revenue	4,370		4,415	
	M		M	
	\$	\$	\$	\$
Operating profit	718	824	883	902
	M	M	M	M



Revenue decreased 1.0%, driven primarily by a 2.9% decrease in average daily volume. Operating margin was 16.4%; adjusted operating margin was 18.9%.

### Supply Chain Solutions<sup>1</sup>

	-	Adjusted	-	Adjusted
	2Q	2Q	2Q	2Q
	2024	2024	2023	2023
Revenue	\$		\$	
	3,329		3,244	
			M	
Operating profit	\$ 237 M	\$ 243 M	\$ 295 M	\$ 336 M

<sup>1</sup>Consists of operating segments that do not meet the criteria of a reportable segment under ASC Topic 280 – Segment Reporting.

Revenue increased 2.6% due primarily to growth in logistics, including healthcare. Operating margin was 7.1%; adjusted operating margin was 7.3%.

### 2024 Outlook

The company provides certain guidance on an adjusted (non-GAAP) basis because it is not possible to predict or provide a reconciliation reflecting the impact of future pension adjustments or other unanticipated events, which would be included in reported (GAAP) results and could be material.

For 2024, UPS updates its full-year, consolidated financial targets\*\*:

- Consolidated revenue expected to be approximately \$93.0 billion
- Consolidated adjusted operating margin expected to be approximately 9.4%
- Capital expenditures of approximately \$4.0 billion
- Targeting around \$500 million in share repurchases

\* “Adjusted” or “Adj.” amounts are non-GAAP financial measures. See the appendix to this release for a discussion of non-GAAP financial measures, including a reconciliation to the most closely correlated GAAP measure.

\*\*Excludes the impacts of pending disposition of Coyote and announced acquisition.

Source: [UPS](#)



## Online medical consultations using post offices

16-07-2024

Japan Post Co. is entrusted with online medical care support services using a post office in Shunan City, Yamaguchi Prefecture. With regard to Japan Post's online medical care initiatives, since December 2022, post office employees have been visiting homes for elderly people living alone designated by the city in Uwajima City, Ehime Prefecture, to support online medical consultations, such as setting up tablet terminals. In addition, in cooperation with the demonstration project of the Ministry of Internal Affairs and Communications, we set up a medical booth in the lobby of the Minami-Omi Post Office (Nanao City, Ishikawa Prefecture) and conducted a demonstration to support online medical consultations, such as connecting the post office and medical institutions online. This time, we have been entrusted with online medical consultation support work from Shunan City, Yamaguchi Prefecture, and will carry out online medical care support work using the reception room of Takase Post Office (Shunan City, Yamaguchi Prefecture).

We will continue to respond to the needs of the local community with purpose, in areas

where medical resources are limited due to geographical conditions, etc., we will be entrusted with support work such as online medical consultations from Shunan City, Yamaguchi Prefecture, with the aim of contributing to the establishment of a medical care provision system and supporting the lives of local residents.

This project is based on the fact that the Ministry of Health, Labour and Welfare announced in January of the 6th year of Reiwa that the system regarding the places and conditions under which online medical consultations can be received as a special case.

**Handling** The post office supports the provision of reception rooms and the connection of online communications. *ãf»* Providing an environment where you can receive online medical consultation at medical institutions and online medication guidance at pharmacies (reception room at the post office) [Every Tuesday] \* Limited to patients with diseases and conditions for which online medical consultation is possible.

Source: [Japan Post](#)



## Magyar Posta has one of the largest financial intermediary networks in Hungary

23-07-2024

Digitization is unstoppable, but at the same time Hungarian people still demand personal consultation regarding financial services. Magyar Posta Zrt. has been striving for several years to strengthen its character as a financial service provider among customers and in the financial market.

A wide range of mediated financial services is already available at 545 post offices, thus making Magyar Posta the country's largest single intermediary network and a real residential financial service provider.

The role of Magyar Posta is constantly growing, as Hungarian people demand that they manage their finances close to where they live, and that experienced administrators help them in their decisions. In addition to traditional deposits and withdrawals, it provides a wide range of postal and financial services, currently opening a retail bank account, keeping a securities account free of charge, buying government securities, a wide range of insurance products, consumer loans and even gambling are available at the post office. These services allow customers to conveniently manage their finances through the postal network.

The Magyar Posta has reached another milestone: it has signed a cooperation agreement with the Hungarian Faculty of Government Servants (MKK) and the Hungarian Faculty of Law Enforcement (MRK), within the framework of which civil servants - law enforcement workers, police

officers, border guards, disaster prevention and correctional officers, government officials, financial inspectors, as well as civil offers its financial products and some postal services at a discount to employees of secret services. Ex-employees of law enforcement bodies with pension cards and their family members are also entitled to discounts.

Through the agreement, in addition to individual financial schemes, government officials and employees of law enforcement agencies, as well as former employees who have retired, are also entitled to discounted shipping, which they can use after registering with *ÉnPostám*, with which they also collect loyalty points, which will entitle them to additional discounts.

Thanks to our financial sales network, the almost 150,000 employees of the two organizations can handle their financial affairs either on-site or at work or at home. The opportunity is also open to other organizations, we are waiting for applications from other employers with a national network.

In addition to all this, we provide a dedicated line so that employees of the MKK and MRK can be informed about the available services and, by providing the possibility of booking an appointment, they can use Magyar Posta's services at the post office or through a mobile salesperson.

Source: [Magyar Posta](#)



## New Zealand's first hydrogen truck hits 100,000km milestone while delivering for NZ Post

25-07-2024

New Zealand's first XCIENT hydrogen-powered fuel cell electric truck has clocked 100,000km - a special milestone celebrated by owner NZ Post.

NZ Post chief executive officer David Walsh says it's a significant event and one he's proud of.

"NZ Post was the first company in New Zealand to trial the hydrogen truck which aligns with our approach of testing and adopting new technologies.

"As the truck's odometer ticked over to 100,000km it added another milestone in our sustainability journey and another step towards our goal of transitioning to net-zero emissions operations by 2050," Walsh said.

Walsh hoped NZ Post's early adoption to trial and introduce zero emission technology to its fleet encouraged others to also do the same.

NZ Post unveiled the XCIENT hydrogen-powered fuel cell electric truck in July 2022.

It was the first truck of its kind to be put into commercial operation in New Zealand.

"NZ Post's transport fleet accounts for around 45% of our emissions so therefore NZ Post is focussed on opportunities to decarbonise our transport fleet," NZ Post Group Sustainability Manager Dawn Baggaley says.

"Heavy transport plays a vital role in our economy, but it's also a significant contributor to our national emissions so helping to reduce emissions within our road freight sector reflects NZ Post's commitment to our people, our communities, and the

environment," she said.

The acquisition of our hydrogen truck was made possible with the support of Hyundai New Zealand, Baggaley said.

Grant Doull, National Manager of Hydrogen and Eco Commercial Vehicles at Hyundai New Zealand says, "We are delighted that NZ Post saw the opportunity to invest in this zero-emission transport technology, showing their commitment to reducing emissions in the road freight sector."

"The 100,000km milestone demonstrates that hydrogen can be a reliable and efficient replacement to traditional diesel trucks with a longer range, shorter refuelling time, and a greater payload," Doull said.

In April this year Kiwi company Hiringa Energy opened its hydrogen refuelling network in New Zealand - with an official ribbon cutting taking place at Wiri in South Auckland. The Wiri hydrogen station is one of three North Island sites now operating, with another 21 sites in development across the country.

"Hiringa are delighted to see NZ Post reach 100,000km in their Hyundai XCIENT fuel cell truck, this is a perfect example of New Zealand companies working together to create real change and removing carbon emissions from the supply chain," Hiringa CEO Andy Clennett says.

"Hydrogen offers enormous advantages in

terms of operational efficiency and productivity by allowing quick refuelling times and high productivity, a perfect match for the needs of NZ Post and their customers.

“We congratulate Hyundai New Zealand and NZ Post on the leadership they have shown to make this positive change a reality and look forward to many more KM’s travelled with zero emissions, this is just the beginning,” he said.

Hiringa’s green hydrogen refuelling network has stations operating in Wiri, TeRapa and Palmerston north, with a fourth station currently in construction in Tauranga (Tauriko).

This innovative technology means hydrogen is produced onsite at the refuelling station, through a process called electrolysis, where hydrogen is split from water using renewable electricity. This project is a global showcase for the heavy transport sector and a great example of how green hydrogen is a practical solution that works in the real world.

Since the official opening of Hiringa’s refuelling network in April this year the NZ Post truck has typically been filling twice a day, taking only 15 mins to fully fill, it has integrated seamlessly onto the refuelling network and has enabled NZ Post to deliver to schedule with zero emissions.

“The timing of this milestone co-insides nicely

with the soon to be released \$30m government funding program for hybrid or zero emission heavy vehicles,” Clennett said.

“By being the first to run a FCEV truck in NZ, NZ Post have provided a real-world use case for fleet owners who might be looking to apply for grant funding under the scheme, allowing them to purchase their hydrogen fuel cell truck with confidence in its capability.”

TR Group’s sales and account manager Shayne Barns says, “in reaching this milestone distance our sustainability team at TR Group have taken away immense learnings and we have significantly grown our experience about the techniques that are required to maximise the performance and efficiency of Hydrogen Fuel Cell heavy vehicles in New Zealand conditions,” he said.

Barns paid tribute to Hyundai.

“Hyundai did an outstanding job of setting up the truck prior to it being handed over, support and back up from their service network has maximised uptime with no disruptions to operations.”

“With Hiringa Energy now providing a network of Hydrogen fuelling stations, we at TR are excited to partner with more companies like NZ Post that focussed on the future and are ready to begin the transition to emission free transport solutions,” Barns said.

Source: [NZ Post](#)



## Google and DHL collaborate on sustainable worldwide shipping

24-07-2024

The initiative includes express shipping of Google devices in the Devices & Services business unit across the Americas, Asia, and Europe, and is part of Google's push towards encouraging existing decarbonization technologies in air cargo transportation.

DHL and Google, one of the largest technology companies in the world, have announced a partnership to utilize the DHL Express GoGreen Plus service with Sustainable Aviation Fuel (SAF). The initiative includes express shipping of Google devices in the Devices & Services business unit across the Americas, Asia, and Europe, and is part of Google's push towards encouraging existing decarbonization technologies in air cargo transportation.

"Google has a goal to achieve net-zero emissions across our operations and value chain by 2030. Optimizing how we transport Google devices around the world is a key part of this journey," says Omar Molina, Director of Global Transportation at Google. "That's why we're thrilled to collaborate with partners like DHL, who share our passion for Net-Zero. The SAF program is a big step forward in that direction".

John Pearson, CEO of DHL Express adds: "By deploying SAF across our international network, we are pleased to offer the GoGreen Plus service to our long-standing partner Google. We are confident that this agreement and Google's meaningful investment will encourage others to take the same initiative and drive the transition to low-emission transportation services using sustainable aviation fuel."

The dialogue between Google and DHL

Express was initiated during the DHL Era of Sustainable Logistics Global Summit held in April 2023, which brought together key decision-makers, thought leaders, and stakeholders to discuss cleaner, greener logistics. Building upon the summit, Google chose to collaborate with DHL Express on a pilot project last June for four months, utilizing SAF. The pilot proved to be successful, leading Google to expand its partnership with DHL Express and adopt the GoGreen Plus service for their future operations.

Launched by DHL Express in 2023, GoGreen Plus uses SAF to enable customers to reduce the CO2e emissions associated with their shipments. GoGreen Plus is currently supported by three of the industries' largest contracts with BP, Neste, and World Energy. SAF is produced from renewable feedstocks with a sustainable energy profile including used cooking oil, waste, and hydrogen. Conventional carbon-intensive aviation fuels or kerosene are derived from crude oil.

GoGreen Plus is part of the DHL Group's goal to achieve net-zero emissions by 2050. With around 70 percent of the company's carbon footprint coming from its air network, sustainable air transport solutions are important for creating sustainable logistics operations.

Source: [DHL Group](#)



## Statement provided to ACA about St Kilda South and Frankston Central closures

25-07-2024

With more than 4,200 post offices nationally, Australia Post operates the country's largest retail network. There are more post offices in Australia than the major supermarkets combined.

Last financial year, Australia Post lost \$200 million dollars and as more people transact online, it isn't financially sustainable to maintain such a large network of Post Offices, particularly in metropolitan areas where there is a significant oversupply.

At the St Kilda South Post Office, there are 30 Post Offices located within a 5-kilometre radius and the nearest Post Office is just 1.2 kilometres away. Over the past four years, customer visits at this outlet have decreased by 20%. The Frankston Central Post Office

has seen an almost 40% decrease in customer visits since 2020 and the nearest Post Office is located only 1.9 kilometres away.

All team members from St Kilda South and Frankston Central have been offered roles at Post Offices located nearby or closer to home. Australia Post continues to regularly review its retail footprint and carefully consider when to close, relocate or open post offices.

Source: [Australia Post](#)



## DHL Express invests more than EUR 40 million to build European aircraft maintenance hangar at Vitoria Airport

25-07-2024

Expected to be operational by mid-2027, the new facility will be DHL Express' second most important maintenance center in Europe after Leipzig, Germany.

DHL Express Spain has announced plans to invest more than EUR 40 million to develop a new European aircraft maintenance hangar in Vitoria-Gasteiz, reinforcing Spain's role in the company's global strategy. Expected to be operational by mid-2027, the new facility will be DHL Express' second most important maintenance center in Europe after Leipzig, Germany.

"We are excited to confirm that DHL Express' new European aircraft maintenance hangar will be located in Vitoria-Gasteiz. It is key to securing our aircraft maintenance capacity for the coming years based on the expected business growth," says Jesús Sánchez, Senior Vice President Hubs & Gateways, DHL Express Europe. "The facility will not only alleviate pressure on Leipzig's repair operations but also provide opportunities for local skilled workers, particularly aviation technicians."

The hangar, initially employing around 50 people, is set to focus on maintenance tasks for the DHL B757 fleet or other company aircraft. Beyond the hangar, the facility will include office spaces and storage areas for tools and major aircraft parts such as engines, APU systems, landing gear, and thrust reversers.

"The location of Vitoria-Gasteiz, close to European countries and Morocco, the capacity and operational capabilities of Vitoria Airport and the support we have received from public institutions and local authorities have made it the perfect location," adds Tomás Holgado, Vice President of Hubs & Gateways of DHL Express Spain. "The new facility underscores DHL Express' commitment to continued investment in Spain, a crucial player in our global strategy."

The new center will be located to the west of the existing DHL Express Hub at Vitoria Airport, covering more than 19,700 square meters. It will comprise 6,600 square meters of hangar space, 1,605 square meters of outdoor facilities, and 11,500 square meters of apron (runway) space.

In line with DHL Group's aim of net-zero emissions by 2050, the new hangar will be carbon-neutral. It will also help DHL Express reduce annual greenhouse gas emissions significantly by decreasing the number of positioning flights to non-DHL European maintenance facilities. The center will further offer the added advantage of a shorter distance for the overhaul and recovery of out-of-service aircraft on the Iberian Peninsula.

Source: [DHL Group](#)





## Royal Mail to add another 2,100 electric vans to its fleet of red vans

25-07-2024

Royal Mail is adding another 2,100 electric vans to its fleet over the next year as part of the company's plans to achieve Net-Zero carbon emissions by 2040.

The new electric vehicles, which will be the first of Royal Mail's famous red vans to include the new King's cruciform and livery, will be rolled out from August across the UK. Royal Mail plans for more than half to be on the streets in time for the Christmas shopping period, helping to provide greener deliveries during the busiest time of the year.

Royal Mail already has the largest electric delivery fleet in the UK with around 5,000 vans, and the new additions will increase the total by almost half in just one year, bringing it to 7,100.

Most of the vans will be charged on-site at Royal Mail's delivery offices via a purchased 100% renewable electricity supply meaning they will be zero-emission. When all 2,100 new electric vans are in use, they are expected to reduce Royal Mail's total emissions by around 6,000 tonnes of carbon dioxide equivalent per year.

Jenny Hall, Director of Corporate Affairs at Royal Mail, said: "We are proud to take another big step towards our target to be Net-Zero by 2040. Electric vehicles provide a

wide range of benefits, reducing noise and air pollution in local communities as well as reducing our impact on the environment. We want as many customers as possible can benefit from zero-emission deliveries to their doorstep."

Electric vans are an important part of Royal Mail's fleet strategy. Royal Mail has also introduced hydrotreated vegetable oil (HVO) to fuel many of its heavy goods vehicle fleet, which is a renewable alternative to diesel that produces up to 90 per cent less direct carbon emissions compared to diesel. The fuel was introduced in June 2023 and has already saved more than 30,000 tonnes of carbon dioxide equivalent.

Royal Mail already has the lowest reported carbon emissions per parcel of any UK delivery company\* and aims to maintain this position in the long term. The company's 'Steps to Zero' environment strategy set a goal of achieving Net-Zero by 2040. The company has already reduced Scope 1 and 2 emissions by 18% in two years, with a target to achieve a 50% reduction by 2030.

Source: [Royal Mail](#)



## Solar powering the Western Sydney parcel boom

25-07-2024

One of Australia Post’s largest and newest solar array systems - supporting the Kemps Creek Parcel Facility - has generated enough electricity in its first year of operation to power 292 four-person homes.

As Kemps Creek marks its one-year anniversary, the 1,500-kilowatt solar system, delivered in partnership with industrial property group Goodman, has generated enough electricity to cover 30% of all electricity used at the facility.

More than 3,400 panels positioned on the facility’s roof support Australia Post’s Kemps Creek operations including new, state-of-the-art sortation equipment and charging stations for electric vehicles.

Constructed to meet the needs of Western Sydney’s growing population, the massive 33,680sqm Kemps Creek facility is the size of 4.5 soccer fields and can process up to 200,000 parcels per day with a maximum hourly throughput of 20,000.

Across the facility’s delivery catchment – an area comprising 46 Western Sydney postcodes – the total number of online purchases grew by 81% from 2019 to 2023. The number of households shopping online grew by 21% over the same period, a figure reflecting both population growth and eCommerce trends accelerated by the pandemic.

Kemps Creek’s huge solar array is on track to deliver a long-term carbon emissions saving of 1,680 tonnes carbon dioxide equivalent per year by avoiding the use of grid-sourced electricity.

Like many homes, the solar system at Kemps Creek exports some electricity to the grid at

times of peak generation, while drawing from the grid at times where solar is not produced.

Five per cent of all car spaces at the facility now have provision for EV charging, while motion-sensor LED lighting is also installed to boost energy efficiency.

Rod Barnes, Australia Post Executive General Manager Network Operations said the facility’s cutting-edge technology was benefitting not only the environment but customers in one of Sydney’s major growth corridors.

“Western Sydney with its booming population was a very strategic point for us to increase our presence and this is paying off in efficiency gains and less on-road time by positioning parcel delivery drivers closer to the homes and businesses they deliver to each day.

“More broadly, over the past three years in New South Wales the number of parcels we process each day has risen by 305,000 – the result of new facility builds or upgrades at 17 sites. One year on from launch our team is taking pride in seeing such a significant proportion of electricity usage covered by solar,” Mr Barnes said.

Over the 2023 financial year, Australia Post increased its production of renewable electricity by more than 27 per cent as the result of new solar panel installation at facilities. Ongoing, this investment will save



an estimated \$1 million in operational expenses each year.

Australia Post operates the country's largest fleet of electric delivery vehicles – 37 per cent

of our total fleet and nearly half of all delivery rounds – and continues to procure more.

Source: [Australia Post](#)



## 2024 Canada Post Annual Public Meeting

30-07-2024

Canada Post will hold its 19th Annual Public Meeting on Wednesday, August 28, 2024, via a live webcast that starts at 1 pm ET.

The presenters will be André Hudon, Chair of the Board of Directors of Canada Post; Doug Ettinger, President and Chief Executive Officer; Jan Faryaszewski, Chief Financial Officer; and Susan Margles, Chief People and Safety Officer. They will provide an update on the Corporation's financial situation and an overview of the steps it is taking to continue to fulfill its important role connecting all Canadians.

Canadians are welcome to attend virtually. In advance, they can review Canada Post's 2023 Annual Report.

Participants will have an opportunity to ask questions. You may submit your question in advance to [\[email protected\]](#), or ask it during the webcast.

### Details

**When:** Wednesday, August 28, 2024, starting at 1 pm ET

**Registration:** You may register in advance to attend.

**Source:** [Canada Post](#)



## According to the Portuguese NRA international parcels accounted 37% of traffic in 2023

19-07-2024

In 2023, among operators with 50 or more employees, 63.0% of all parcels were domestic, 27.4% originated in other countries (inbound international parcels) and 9.6% originated in Portugal and were sent abroad (outbound international parcels). In total, international orders accounted for 37.0% of traffic.

In terms of revenue, 47.0% came from domestic orders, 21.6% from inbound international orders and 31.3% from outbound international orders. In other words, international orders accounted for 53.0% of the turnover of this service.

Around 98.9% of Portugal's inbound international orders and 86.3% of outbound international orders originated from or were destined for countries in the European Economic Area (EEA).

Taking into account all international parcels (inbound and outbound), the EEA was the origin or destination of 95.6% of international parcels and 35.4% of total traffic.

EEA countries accounted for 92.2% of inbound international parcels and 64.4% of outbound international parcels. Overall, the

EEA accounted for 75.7% of international parcel turnover and 40.1% of total turnover for this service.

In 2023, the average revenue per parcel order was EUR 4.88. Revenue per order was lowest for domestic orders (EUR 3.64), followed by unit revenue for inbound international orders (EUR 3.85) and outbound international parcels (EUR 15.90).

Average revenue per parcel of traffic for non-EEA destinations was 3.5 times higher than for EEA destinations, while revenue per parcel of traffic for non-EEA destinations was 7.5 times higher than for EEA destinations.

The number of full-time employees accounted for 82.6% of the total number of employees involved in parcel delivery, while part-time and temporary employees accounted for 2.3% and 15.0% respectively. These employees may not be exclusively engaged in parcel delivery.

In 2023, 11 parcel delivery services subcontracted 569 companies. Most of the subcontractors were involved in parcel distribution (85.9%) and transport (23.7%).

Source: [ANACOM](#)

## Posti plans to expand alternate-day delivery of day mail to Koski TI, Loimaa, Oripää, Somero and Ypäjä

30-07-2024

Posti plans to expand the alternate-day delivery of day mail to Koski TI, Loimaa, Oripää, Somero and Ypäjä. According to the plans, the changes would take effect in October 2024.

In alternate-day delivery, delivery days for day mail alternate between postal code areas, which means that mail may be delivered on different days in neighboring districts. Printed mail is delivered on weekdays in alternating two-week periods: on Monday, Wednesday, and Friday one week, and on Tuesday and Thursday the following week.

In the first week of alternate-day delivery, the delivery days in the postal code area can be either Monday, Wednesday and Friday or Tuesday and Thursday. The following week, the days are swapped.

In alternate-day delivery, universal service items, i.e. stamped items, are delivered in accordance with the Postal Act. Alternate-day delivery does not apply to the delivery of parcels, except for small parcels that fit in the mailbox or slot, which are delivered with day mail.

Along with the mail delivered during the day, we deliver addressed magazines and newspapers as well as advertisements, the delivery times of which may change. For example, the ordered magazine may arrive on a different day of the week and at a different time than before.

A large part of the ordered newspapers is

delivered on the same day as before. You can check the delivery dates on the search service [posti.fi/deliverydays](https://posti.fi/deliverydays) or, if necessary, ask the customer service of the magazine or newspaper you ordered.

We will inform mail recipients in more detail about the changes to delivery with a public notification in September 2024.

In Finland, regional alternate-day delivery is already in use in many areas. Similar delivery models are also used across the Nordic Region. The reason for this is the dramatic decrease in the volume of printed mail.

By renewing delivery, Posti can continue to offer traditional delivery services alongside digital services.

Route optimization also makes it possible to reduce the mileage, fuel costs and CO2 emissions. Posti is committed to achieving zero emissions by 2030.

The planned changes will first be negotiated with personnel, and the possible needs for changes regarding personnel will also be specified as the negotiations proceed. The alternate-day model provides better opportunities for full-time work.

Source: [Posti](#)



## DHL Group meets market expectations in the second quarter

01-08-2024

Group revenue up slightly year on year in the second quarter of 2024 at EUR 20.6 billion; operating profit (EBIT) of EUR 1.35 billion as expected below prior-year figure, but significantly above pre-pandemic level.

DHL Group met market expectations in the second quarter of 2024. Despite the persistently weak economic environment, Group revenue was slightly higher than in the previous year at EUR 20.6 billion (Q2 2023: EUR 20.1 billion). As expected, operating profit (EBIT) was below the prior-year level at EUR 1.35 billion (Q2 2023: EUR 1.7 billion). However, a comparison with EBIT in the pre-pandemic year 2019 (Q2 2019: EUR 769 million) demonstrates DHL Group's structurally improved profitability.

### Focus on safeguarding earnings and investments in growth trends

Gross capital expenditure (capex) amounted to EUR 633 million in the second quarter (Q2 2023: EUR 708 million). Given global economic parameters, DHL Group continues to concentrate on safeguarding earnings and cash flow and focuses its capital expenditure on its structural growth drivers omnishoring, e-commerce, sustainability, and digitalization. Free cash flow was EUR 344 million (Q2 2023: EUR 450 million; Q2 2019: EUR -547 million).

DHL Group generated consolidated net profit after non-controlling interests of EUR 744 million in the second quarter of 2024 (Q2 2023: EUR 978 million). Basic earnings per share were EUR 0.64 in the same period, compared with EUR 0.82 in the second quarter of 2023. The Management Board resolution of May 2, 2024 reduced the issued capital by EUR 39 million by retiring

39,059,409 treasury shares. The issued capital now comprises 1,200,000,000 no-par value registered shares (ordinary shares).

### Group confirms forecast for 2024

The global economy developed in line with DHL Group's expectations in the first half of 2024: a broad and dynamic economic upturn failed to materialize. In the second half of the year, DHL Group expects typical positive effects from peak season. In conjunction with ongoing earnings and cost management, the Group is convinced it is well on track to meet its targets for the 2024 financial year. The Group confirms its forecast for the 2024 financial year. It anticipates EBIT of between EUR 6.0 billion and EUR 6.6 billion as well as free cash flow excluding acquisitions and divestments of around EUR 3.0 billion.

**In its medium-term forecast for 2026, DHL Group continues to expect an operating profit of between EUR 7.5 billion and EUR 8.5 billion.**

**Express: Division posts double-digit EBIT margin even in challenging environment**  
Express's overall shipment volumes declined somewhat, as expected, although B2B shipment volumes increased slightly. The division addressed the weak economic environment with productivity improvements, network optimization, and ongoing yield and cost management. Despite low network utilization, the division recorded a double-digit EBIT margin.

Source: [DHL Group](#)





## Austrian Post: Ordered late in the evening delivered next day

31-07-2024

As the country's leading logistics service provider, Austrian Post is taking current trends in e-commerce into account. This includes the fact that around a quarter of all online orders are only placed between 9 p.m. and midnight. Austrians want to order late in the evening and ideally have their parcel in their hands the next day. Austrian Post has now responded to this.

Since June, a pilot operation has been running in the delivery bases of the Upper Austria Logistics Center in Allhaming, testing later delivery times. Premium shipping customers can now pick online orders received late in the evening during the night and deliver them pre-sorted to the Post's logistics center until the early hours of the morning. Austrian Post ensures that the parcel is distributed and delivered less than 24 hours after the order is placed.

"There is enormous interest in speeding up our network and later delivery times. With

Amazon, we have already gained a customer who uses this service. This underlines the great market potential that we can tap into through the later delivery times," says Peter Umundum, Board Member for Parcel & Logistics, Austrian Post AG.

From September, the later delivery times will be gradually extended to the whole of Austria. This will enable the post office to enable more and more premium shipping customers to have online orders placed late in the evening delivered the next day.

Source: [Austrian Post](#)



## Antti Jääskeläinen has started as President and CEO of Posti

30-07-2024

Antti Jääskeläinen has started as President and CEO of Posti Group Corporation today on Thursday August 1, 2024. In the appointment news given on March 13, 2024, it was announced that he would start in his position by the end of the summer vacation season.

"I am delighted to start at Posti. Our goal is to become an increasingly modern and profitable delivery and fulfillment company, and all of us at Posti will continue to work together to improve our competitiveness and customer experience," says Antti.

Antti Jääskeläinen has long experience in demanding management positions and

strong commercial expertise in international markets. He has most recently worked at UPM, where he was business area responsible and a member of the UPM Group's Executive Team. Before this, Jääskeläinen has worked e.g. in Amer Sports and Stora Enso.

Source: [Posti](#)



## An Post Money drives safer more robust card payments

31-07-2024

An Post Money has launched new advanced anti-card fraud technology in partnership with Safecypher, one of Europe's leading card payments security companies. An Post Money's 165,000 current account customers can now benefit from a new layer of payment protection and great peace-of-mind by using the new "Dynamic CVV" facility to protect them against fraud when making payments online or over the phone with their current account details.

Instead of relying on the fixed CVV number on the back of the card, the customer can now generate a new CVV for one-time use during every payment transaction where they have to provide a CVV number online or over the phone. This one-time use code will expire once it has been used so it will be of no use to fraudsters or cyber criminals.

CNP, also known as Card Authorisation fraud is one of the most devious and pernicious types of payment card fraud worldwide with losses this year predicted to reach \$35.8 billion. It occurs when criminals carry out transactions by phone or online using seemingly legitimate card details, including the account holder's name, full card number, expiry date, and registered CVV number.

Unfortunately, these details can be compromised from previous transactions, as large databases containing this information are too-often sold to fraudsters or obtained through criminal methods such as phishing or hacking.

Safecypher provides two-factor authentication of every payment by replacing the standard static 3-digit CVV on the reverse of the physical card with a randomly generated CVV which the customer uses on a one-time only basis, accessing a new CVV number for each new transaction in just one click.

This means that even if a card is compromised, one of the key security checks on current account payments can only be carried out by a person with access to the cardholder device and the An Post Money app. Only the genuine cardholder will have access to the dynamic CVV for every transaction, created specifically just for that transaction.

Debbie Byrne, Managing Director of An Post Retail describes this new secure facility as a game-changer for new and existing customers: "This is a brilliantly useful and innovative facility for An Post Money Current Account customers. It is so simple to activate and employ but ensures priceless peace of mind and financial security when shopping online or ordering over the phone. We are delighted to partner with the Safecypher team in being the first Current Account provider in Ireland to make this great facility available, free of charge, to our customers.

"New customers can download the An Post Money app and be up and running with a new current account, and all its additional features, in a matter of days", she added. Commenting on the partnership announcement with An Post Money, Ben Jordan, CEO of Safecypher said: "This partnership is a substantial advance in the battle against this common type of fraud. From the very start of our engagement, we were impressed by the team at An Post, and



their determination to bring this new anti-fraud technology to their current account customers. I believe that by working together we can continue to improve the efficacy of the Safecypher technology, and provide peace of mind to all the users of the An Post Money App.”

Ben concluded, “CNP fraud causes heartache and anguish to so many people through no

fault of their own. And every fraudulent transaction costs the banking and payments ecosystem and their customers’ money, money that could be spent better elsewhere. An Post’s determination to stamp it out and enhance the service they give to their current account customers was a real incentive for us to get the product built, tested and deployed.”

Source: [An Post](#)



# CAWI-PRINT 2024: WITH A REACH RECORD OF 45.1 PERCENT, THE AUSTRIAN POST'S "THE ENVELOPE" IS ON THE ROAD TO SUCCESS

01-08-2024

This year's CAWI print reach study by GfK Austria and TMC (The Media Consultants) once again confirms the continued success of the postal advertising medium "Das Kuvert". With a reach that has increased again this year, "Das Kuvert" is still considered one of the most successful and popular print advertising media in Austria.

"Das Kuvert" from the Austrian Post lands in Austrian households twice a week, and the leaflets it contains inform readers about current offers, tips and price advantages as well as discount campaigns.

## **AWARENESS LEVEL OF 88.3 PERCENT - STILL VERY POPULAR WITH WOMEN**

"Das Kuvert" has around 3.3 million readers per issue, which corresponds to a new reach record of 45.1 percent, with a simultaneous increase in awareness of 88.3 percent (85.3 percent in 2023). With 46.2 percent, "Das Kuvert" is still very popular with women and even achieved a reach of 48.2 percent among household managers. Impressive gains in reach were achieved especially in Vienna

(39.7 percent) and in the 30 to 39 age group (44 percent).

"Das Kuvert' is a successful advertising medium and a guarantee of success that should not be missing from any media mix. It focuses on the needs and wishes of readers and customers. Eye-catching bookings on the cover are an eye-catcher and ensure maximum attention. With the Tip-On-Cards and attractive advertisements filled with savings offers and promotions, 'Das Kuvert' offers readers additional added value and helps them save in everyday life," says Thomas Auböck, Head of Letter and Advertising Mail at Österreichische Post AG.

Source: [Austrian Post](#)



## Staci now part of bpostgroup, advancing European logistics strategy

02-08-2024

The acquisition of Staci Group was completed on August 1, 2024, and is set to enhance bpostgroup's suite of offerings in the European logistics market, particularly in the growing segment for detailed and customized B2B logistics solutions. The integration of Staci's products and services will enable bpostgroup to expand its omnichannel logistics services (B2B & B2C). Thomas Mortier, CEO of Staci, will join bpostgroup's executive committee.

bpostgroup has completed the acquisition of Staci, a European specialist in third-party logistics. The agreement to acquire Staci was announced in April. As of August 1, all legal and administrative steps have been finalized.

The acquisition of Staci supports bpostgroup's ongoing transformation into a major international provider of parcel-sized logistics services. By integrating Staci, bpostgroup aims to create synergies, diversify its activities, and ensure sustained growth.

The B2B market is rapidly shifting towards parcelized logistics services, requiring more flexible and tailored solutions to meet customer needs. Companies are increasingly outsourcing ad hoc logistics activities to gain efficiency and concentrate on their core businesses.

### A strategic asset

While Radial & Active Ants are key players in e-commerce logistics, Staci brings significant expertise in detailed logistics and B2B services, including fulfillment, quality control, kitting, multi-carrier transportation, and heavy, secured, and time-definite deliveries.

This expertise allows bpostgroup to accelerate its B2B and omnichannel offerings. It also provides immediate access to advanced 3PL (Third-party logistics) technologies, including IT platforms and

applications, complementing bpostgroup's existing strengths and expanding its omnichannel logistics solutions. The integration of Staci's capabilities, along with those of Radial and Active Ants, further enhances our B2B and B2C services.

With a strong footprint in Western Europe, including in Belgium, Staci offers synergies and cross-development opportunities with bpostgroup and its brands. Staci's presence in the US and recent expansion into China and Hong Kong provide significant global growth opportunities. The acquisition will also strengthen the group's presence and impact in the Belgian market, particularly in the B2B and SME sectors.

### Leadership and new structure bpostgroup

As of today, Thomas Mortier, CEO of Staci, will join the executive committee of bpostgroup. His extensive experience and leadership are expected to deliver significant growth and support the overall strategic goals of bpostgroup.

Following portfolio revision and transaction completion, bpostgroup will adjust its structure as follows:

BeNE last mile activities  
3PL (Third-party logistics)  
Global Cross-Border

This new structure will be reflected in bpostgroup's financial results at the



announcement of the third quarter financial results in November 2024.

Chris Peeters , CEO bpostgroup : “Acquiring Staci supports our further growth in European logistics. It opens new opportunities and

shows we're committed to offering efficient, customer-focused solutions across Western Europe. We'll offer more 3PL services to a larger customer base, create synergies, and enhance our competitiveness.”

Source: [bpost](#)



## Belgium's resilience and European growth cushion North America's revenue decline

02-08-2024

Pending the operational and financial outcomes of commercial discussions with the involved press stakeholders, bpostgroup was initially not yet in a position to guide on a group EBIT guidance for the year 2024, hence a divisional guidance was provided. Following the announcements on April 26 and June 19 regarding agreements reached with Dutch and French-speaking newspaper editors, bpost announced on the 3rd of July 2024 its 2024 group EBIT outlook and provided an update to its initial divisional guidance.

### Belgium

- Slightly lower total operating income including Press revenues (vs. slightly higher total operating income, excluding Press revenues previously), notably driven by:
  - Mail (excluding Press): underlying volume decline of 4 to 6% offset by price increase and mix impacts
  - c. 50 mEUR lower Press revenues due to less favorable conditions from the extended press concessions at (1H24) and from newly signed contracts with press editors (2H24); besides the structural volume decline impact c. € 35m of these lower revenues translating directly into EBIT
  - Parcels: mid-single-digit percentage volume growth and low single-digit percentage price/mix impact
  - 5 to 7% adjusted EBIT margin (vs. 6 to 8% previously) reflecting lower margin on new Press contracts and higher costs due to salary indexation and cost inflation, partly offset by continued ambition in productivity gains and cost reduction initiatives – albeit being impacted by one-off indirect Press impacts of c. -12.5 mEUR EBIT from strikes and reorganization delays.

### E-Logistics Eurasia

- High single-digit percentage growth in total operating income (vs. low double-digit percentage growth previously), driven by:
  - Continued growth of Radial Europe and Active Ants, and
  - Continued growth of Cross-Border Commercial activities including development of new lanes
- 6 to 8% adjusted EBIT margin (vs. 5 to 7% previously) reflecting (i) strong productivity gains at Radial Europe and Active Ants and (ii) favorable mix effect at Cross-Border, mitigating higher FTEs and cost inflation.

### E-Logistics North America

- Low double-digit percentage decline in total operating income (vs. high single-digit percentage decline previously), reflecting:
  - Radial US net volume loss from (i) lagging in-year contribution from new customers and (ii) client churn and client concessions in the context of adverse market conditions
  - Amazon's increased insourcing partially mitigated by new Cross-Border lanes and customer wins at Landmark Global
- 2.5 to 4.5% adjusted EBIT margin (vs. 4 to 6% previously), with topline pressure mitigated by continued Variable Contribution Margin (VCM) rate



improvements and reinforced substantial efforts to further reduce SG&A and other costs.

- Following Press negotiations, bpostgroup expects the group total operating income for 2024 to decrease by a low single-digit percentage, including further persisting unfavorable market conditions in North America. The group adjusted

EBIT is expected to range between 165 mEUR and 185 mEUR, prior to the consolidation impact of Staci. Staci is expected to

contribute to the group EBIT as from August onwards, with an average monthly EBIT of 8 to 9 mEUR.

Group adjusted EBIT will include a decline in EBIT at Corporate level from discontinuation of building sales and higher opex from compliance and strategic initiatives.

Gross capex envelope is revised downwards and is now expected to be around 150 mEUR (vs. 180 mEUR initially).

Source: [bpost](#)

## Royal-Mail-expands-parcel-locker-networ

05-08-2024

Royal Mail is expanding its growing parcel lockers network through a new partnership with lockers provider YEEP!, giving customers more choice to make sending and receiving parcels as convenient as possible.

The agreement will give Royal Mail customers access to 1,000 more parcel lockers from January 2025, which will be available 24/7. YEEP!'s network will grow to 3,000 by the end of next year.

YEEP!'s lockers will expand the options available for Royal Mail customers to drop off their parcels in easier and more convenient ways. The partnership is an important part of Royal Mail's strategy to continue to make sending and receiving parcels as convenient as possible by adding more choice.

By early 2025, there will be over 21,000 locations where Royal Mail customers can send and receive parcels, including over 2,500 lockers, 11,500 Post Office branches, 5,000 Collect+ stores, 1,200 Royal Mail Customer Service Points and 1,200 parcel postboxes.

YEEP! launched the UK's first battery-powered parcel locker last year. Its lockers, supplied by kernTerminal, require no groundworks or wiring and can be easily installed within an hour. Its current network primarily covers London and the South East and is actively expanding across the UK, in locations where people live, travel, work and shop.

Nick Landon, Royal Mail's Chief Commercial Officer, said: "This partnership and our growing number of parcel lockers is an important part of Royal Mail's strategy to expand our options to make sending and receiving parcels as convenient as possible.

We are working hard to modernise and transform our business by offering a wider range of options to suit the busy lifestyles and changing needs of our customers across the UK.

"We are continually finding new ways to improve our services, including more online postage options through our website and app, 24/7 drop off at locations like our parcel postboxes, use of Collect+ stores and Post Offices, and collection from home through Royal Mail Parcel Collect."

Noël Shapton, YEEP! CEO / co-founder, said: "I am thrilled YEEP! is partnering with Royal Mail, helping to expand its parcel locker network, offering customers more choice in how they send and receive their parcels.

"This partnership marks a milestone for YEEP! as we continue in our journey to provide community-based lockers to customers across the whole of the UK.

"Our YEEP! parcel lockers provide a dense network located in the heart of communities, giving customers an easy and convenient way to collect and drop off their parcels 24/7."

There is increasing demand from customers for convenient ways to drop off parcels, with around 50% of all Royal Mail non-account sales now online. Locations such as convenience stores and lockers have become amongst the most common places people choose to have parcels delivered outside their home. \*



\*According to the IMRG 2022/23 Home

Delivery Review.

Source: [Royal Mail](#)



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Source: [Royal Mail](#)



## 2024-2028 Strategic Plan for Correos approved

31-07-2024

- The Strategic Plan 2024-2028 transforms the role of Correos by strengthening its position as a provider of essential services for citizens and improving its competitive capacity
- The Plan includes the axes of the recent Strategic Framework Agreement between SEPI, Correos, CCOO, UGT
- In its public service mission, Correos seeks to combat the digital divide and the demographic challenge by carrying out procedures as a one-stop shop for the administration and the provision of financial services
- As a result of the Plan, Correos expects to reverse losses to end the period with an EBITDA margin of 6%, a consolidated profit situation and a healthy financial position

The Board of Directors of the Sociedad Estatal de Participaciones Industriales (SEPI) has approved, in a meeting held today, the 2024-2028 Strategic Plan of the Sociedad Estatal Correos y Telégrafos, S.A., S.M.E., aimed at the transformation, recovery and repositioning of the public company in order to change its business model and position the company, in the short term, on a sustained path of profitability that guarantees its financial stability. The Plan includes the axes of the Strategic Framework Agreement between SEPI, Correos, CCOO, UGT, as well as contributions from the rest of the unions. This Strategic Framework Agreement states that, in the new socio-demographic and territorial context, Correos is a strategic company for the State, and is associated with the commitment to agree on a new Labour

Framework and People Plan before the end of 2024.

The urgency, expressed in this Agreement, to reverse Correos' financial situation rests on the need to preserve and strengthen a company that, due to its contribution to the general well-being, productivity, growth, social and territorial cohesion and resilience of the country, must be integrated as a fundamental axis of the 2030 Agenda and the country's strategy. Correos, due to its physical, human and organisational structure, is the only instrument of the State with the capacity to physically reach all homes in Spanish territory in a single day, which makes it a critical and strategic asset. For the president of Correos, Pedro Saura, this characteristic makes "the Correos network not only ideal for delivering letters and packages, but also for providing other types of essential services to citizens that facilitate their day-to-day life wherever they are or help to solve situations of catastrophe or national security. This role, which is already fulfilled by other European postal operators, will generate a diversification and increase in revenues that, together with a rationalization of costs, will once again put Correos in profit".

To generate revenue, Correos proposes three business pillars: to strengthen the traditional postal sector where Correos, as the designated operator of the Universal Postal Service, wants to modernise and improve its quality; to give a boost to parcel delivery by adapting to the new preferences and habits of consumers, automating and making processes more efficient and establishing strategies that stimulate greater cross-border traffic; and to increase and diversify revenues through new activities such as financial

services, administrative procedures, insurance marketing, or more complex and sophisticated logistics services such as the distribution of refrigerated products. As cross-cutting levers of the company, an Operational Efficiency Plan will be undertaken that, through investments in technology and innovation, will improve the company's productivity, as well as the promotion of a new Labour Framework and People Plan. Finally, and in an effort to reduce costs, the Plan establishes a Zero-Based Budgeting policy that detects and eliminates those expenses of little value to the company.

As part of the Strategic Plan, Correos has reviewed the company's mission, vision and values, placing special emphasis on the need to reconcile Correos' public mission, assuming a growing role in the provision of Services of General Economic Interest (SGEI) and thus better take advantage of its vast territorial presence throughout the country, with the ability to be competitive and profitable in the areas where it competes with the private sector. In this way, Correos is presented, due to its nature as a public company, the credibility of its brand and service, its capillarity and the human proximity of its postmen, postmen and office staff, as the most effective and efficient instrument of the State to offer services of general interest in the territory and combat the digital divide and depopulation.

#### Correos as a provider of essential services

In the face of the decline of the traditional postal service, providing new content to the Correos network requires the establishment of a Service of General Economic Interest (SGEI), for which two circumstances must be met: that it constitutes a general public benefit and that it is not provided by the market without public intervention. For Saura, "there are multiple essential services that meet these requirements. We are seeing it

with financial exclusion, where citizens are left out of technological banking services or are not served because they live in remote and depopulated areas or because they are in a situation of vulnerability. Correos is the optimal and efficient solution to solve this need with close and personal attention. And he already does. But it should be recognized as such and receive compensation for performing that public service."

In other countries, such as France, the postal operator receives compensation for performing this type of basic and essential financial services. Also in Italy, where Poste Italiane carries out procedures in its offices as a one-stop shop for the administration. The Strategic Plan assumes a similar role for Correos: to be an ally of the administration in the territory to bring citizens closer to public services and receive services under equal conditions. Correos already carries out administrative services that cover the entire journey of the citizen, from the entry register to make applications or process documents, to the performance of procedures and payment of fees, or being a means of payment for the delivery of aid and subsidy programmes to citizens.

#### Objectives of the Strategic Plan

As a result of the Plan, Correos expects to reverse the losses to end the period with an EBITDA margin of 6%, a consolidated profit situation and a healthy financial position.

Likewise, the transformation of the business model brought about by the application of the Plan would lead Correos to depend, at the end of the period, on less than 50% of the income from traditional postal services, mitigating the company's main business vulnerability.

In turn, the contribution of parcel delivery to total revenue would rise by 11 percentage points to 35%, which would allow it to recover

part of the market share lost in recent years, while the strengthening of new business lines would increase diversification revenues to 16% of total revenues.

**Change in the composition of Correos' revenues by Strategic Plan 2024-2028**

	2023	2028
Postal	66%	49%
Parcel	24%	35%
Diversification	10%	16%

Throughout the Plan, investments are planned to be made in order to undertake the transformation, recovery and repositioning of Correos with guarantees, as well as to address the organic and inorganic growth of the company. The main items in which the funds will be invested are the Operational Efficiency Plan to automate and optimize

current processes, increase productivity, improve quality and reduce the use of resources, as well as actions to maintain, expand and scale the company's production capacity. In this sense, the acquisition of new warehouses for operations and logistics, the renewal of the fleet of vehicles to meet operational and sustainable mobility needs, and the purchase of automated and robotic equipment are proposed. Investments in digitalization, data governance and technological innovation, including the implementation of a digital twin, will be a key vector to achieve operational gains in processes and the efficient use of essential assets to guarantee service reliability and improve the customer experience.

Source: [Correos](#)

