

## Donate from your Doorstep: Oxfam Ireland and An Post launch accessible ‘PostBack’ donation scheme

31-03-2025

Oxfam Ireland has joined forces with An Post to boost their new joint initiative, ‘PostBack’. The scheme will make it easier than ever for people across Ireland to donate their pre-loved clothes and support global efforts to tackle poverty and inequality in three steps:

**PREP:** Customers can order a free donation bag from the Oxfam Ireland website

**PACK:** Fill it with their unwanted clothes.

**POST:** Ask for it to be either collected from their doorstep by An Post OR they can drop it at their nearest post office – all free of charge.

In Ireland, it is estimated that 63,000 tonnes of textiles end up in the landfill annually. Oxfam Ireland believe that clothing reuse and repair is a simple but powerful way to fight climate breakdown. The fashion industry accounts for 10% of global carbon emissions, with fast fashion driving overproduction, waste, and environmental harm.

By contributing to the circular economy, we reduce the need for resource-heavy production. Supporting communities across the globe who are dealing with the disastrous impact of the climate crisis is a crucial element of Oxfam’s work towards tackling inequality and poverty.

Both Oxfam Ireland and An Post are committed to creating everyday opportunities for consumers to live a more sustainable life, making the collaboration a seamless one for social equity.

Cork-born podcaster and broadcaster, Fionnuala Jones, will spearhead the campaign, encouraging people to take part and share the joy of giving through their wardrobes. On championing the new campaign, the long-time sustainability advocate said:

“I’m thrilled to support the PostBack scheme - it’s such a simple but meaningful way for people to donate. We all have clothes sitting in our wardrobes that could have a second life – and knowing they’re helping Oxfam Ireland do incredible work makes it even better. Focusing on

convenient donations in your local communities was an easy ‘yes’ for me.”

Trevor Anderson, Director of Trading at Oxfam Ireland, commented on the partnership:

“The PostBack scheme is a fantastic example of how two trusted Irish organisations can come together to create real impact. At Oxfam Ireland, we know how vital donations of pre-loved clothes are in raising funds to fight inequality and poverty globally. By making the donation process as simple and accessible as possible, we hope to inspire even more people to join us in this effort. This initiative is not just about clothes – it’s about community, connection, and making a difference together.”

An Post has one of the largest electric fleets in Ireland as well as the largest retail network in the country with almost 900 post offices.

Garrett Bridgeman, Managing Director of An Post Mails and Parcels, welcomed the exciting collaboration with Oxfam Ireland: “At An Post, we are committed to supporting Irish communities and finding innovative ways to promote sustainability. PostBack makes donating to Oxfam Ireland easy and convenient for people everywhere, while also extending the life of clothing and reducing waste. This partnership reflects our shared values and the strength of working together for the greater good.”

At Oxfam Ireland we have an unwavering commitment to reuse, and the sustainable mailing donation bags maintain that dedication. The PostBack packaging is both recyclable and reusable - firmly in line with our overall environmental goals. To learn more about the scheme or to order your donation bag, visit [www.oxfamireland.org/postback](http://www.oxfamireland.org/postback).

Source: [An Post](#)

## DHL Group acquires CRYOPDP from Cryoport to strengthen "DHL Health Logistics"

31-03-2025

The acquisition of CRYOPDP marks a significant step in DHL's commitment to enhancing its capabilities in specialized pharma logistics and expanding the breadth of its offering in the rapidly growing life science and healthcare sector.

Bonn, Nashville - DHL Group ("DHL") and Cryoport, Inc. (NASDAQ: CYRX) ("Cryoport"), a global provider of supply chain solutions for the life sciences sector, are pleased to announce that DHL has acquired 100% of CRYOPDP, a leading specialty courier focused on clinical trials, biopharma, and cell and gene therapies. In this context, the companies also announced a strategic partnership to strengthen their supply chain service offerings for the global life sciences and healthcare sector.

DHL Group already has an established Life Sciences and Healthcare business, contributing over EUR 5 billion in global revenue in 2024. Building on this foundation, the acquisition of CRYOPDP marks a significant step in DHL's commitment to enhancing its capabilities in specialized pharma logistics and expanding the breadth of its offering in the rapidly growing life science and healthcare sector. CRYOPDP specializes in providing white-glove courier services essential to the sectors it serves. With operations in 15 countries, CRYOPDP handles over 600,000 shipments per year, servicing customers and patients in over 135 countries worldwide.

Going forward, DHL Supply Chain will further build the potential of its Pharma Specialized Network solution by leveraging the specialty courier expertise of newly acquired CRYOPDP and the global air capabilities of DHL Express and DHL Global Forwarding.

cryopdp employee working at a warehouse  
The strategic partnership with Cryoport will bring together DHL's global health logistics capabilities with Cryoport's industry-leading expertise in providing specialized solutions in a fast growing life science and healthcare market segment. It also deepens DHL's relationship with all the Cryoport business units with respect to specialized pharma.

Oscar de Bok, CEO of DHL Supply Chain, stated, "The acquisition of CRYOPDP is a pivotal move for our supply chain business as we aim to expand our Pharma Specialized Network to meet the evolving needs of clinical trials, biopharma and cell & gene therapies, in addition to further increasing our footprint in the conventional pharma and life science healthcare segment. The acquisition of CRYOPDP and the extended partnership with Cryoport Inc. will enable us to deliver integrated end-to-end solutions, enhancing our service capabilities."

Jerrell Shelton, CEO of Cryoport, commented "We are indeed pleased to build on our trusted relationship with the DHL Group. Working together we will bring an enhanced set of supply chain solutions to meet companies' and patients' critical supply chain needs. This strategic partnership taps into the strong expertise of DHL's Supply Chain and CRYOPDP, presenting a substantial opportunity for Cryoport to further expand its reach to global growth markets such as Asia Pacific (APAC) and Europe, Middle East and Africa (EMEA)."

The acquisition aligns with DHL Group's Strategy 2030, which emphasizes the importance of temperature-controlled networks, first and last mile specialty courier coverage and integrated solutions. CRYOPDP's capabilities will be instrumental in achieving these objectives and help position DHL as a leader in providing comprehensive solutions for the pharma industry. This strategic move is also expected to yield cost savings and improve overall service levels, especially leveraging DHL Express and DHL Global Forwarding air capabilities, ultimately enhancing DHL's footprint in the high-value advanced pharma sector.

For Cryoport, the partnership with DHL will enable it to better execute its business in EMEA and APAC

with a stronger focus on its core business in these regions, creating even greater opportunities to offer highly targeted, top-tier services in answering market demand for its services and products.

The deal and the outlined partnership are subject to regulatory approvals.

Source: [DHL Group](#)



## Australia Post sells SecurePay as business simplification continues

01-04-2025

Australia Post confirmed today it has sold its online payment service, SecurePay, to digital payments provider, Fat Zebra, as it continues to simplify the business.

SecurePay was acquired by Australia Post in 2010 and has been a pioneer in the Australian online payments sector, processing transactions and all-in-one payments for more than 35,000 businesses.

As part of its Post26 strategy, Australia Post has been simplifying its products and services to continue to meet customer needs and remain financially sustainable into the future.

The sale follows a detailed review, and an extended handover period will ensure a smooth transition for merchants and customers.

Australia Post Group Chief Financial Officer Michael Bradburn said the sale is a key deliverable in our Post26 Strategy in simplifying the business.

“With the sale of SecurePay, Australia Post remains focused on delivering an improved

customer experience and building a sustainable business, while carefully managing costs.

“Our merchant customers can expect the same high-quality service and support they have always received, and we will work hard to ensure their transition to Fat Zebra ownership is seamless,” Mr Bradburn said.

Today’s announcement follows previous simplification initiatives including the closure of third-party logistics business Fulfilio, document scanning service Decipha and alternative payments platform POLi.

Fat Zebra is an Australian privately-owned provider of digital payments solutions to merchants, software providers and other platforms in the internet economy. Founded in 2012, Fat Zebra has become a critical player in the digital economy, processing over 250 million transactions for over 38,000 Australian merchants annually. This acquisition aligns with Fat Zebra’s strategic growth plans and comes quickly after the recent acquisition of Pin Payments in December 2024.

Source: [Australia Post](#)

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Source: [Australia Post](#)

## DHL Group to Invest EUR 2 Billion by 2030 in DHL Health Logistics to Boost Globally Integrated Healthcare Solutions

07-04-2025

This investment supports the Group's "Strategy 2030" and reinforces DHL's commitment to helping healthcare customers grow, innovate, and serve patients more effectively worldwide.

Bonn - DHL Group has announced a strategic investment of €2 billion over the next five years to enhance its logistics capabilities in the life sciences and healthcare sector. This investment supports the Group's "Strategy 2030" and reinforces DHL's commitment to helping healthcare customers grow, innovate, and serve patients more effectively worldwide. With 50% of the investment allocated to the Americas, 25% to Asia Pacific, and 25% to the EMEA region, DHL is expanding its global footprint to deliver integrated, faster, more reliable, and patient-centric logistics solutions wherever healthcare companies operate.

The investment will focus on enhancing high-quality infrastructure and technology across all logistics touchpoints - from storage, order fulfillment, and distribution to global shipping and last-mile delivery - creating even more resilient, scalable, and responsive supply chains for customers. A significant part of the investment will be allocated to establishing new cross-divisional GDP-certified Pharma Hubs for multi-temperature shipments lanes, expanding cold chain capacity in existing facilities, commissioning new temperature-controlled vehicles, and enhancing both passive and active packaging solutions to ensure sustainable delivery.

As the demand grows in critical areas such as clinical trials, biopharma, and cell and gene therapies, DHL is also investing in high-quality, specialized cooling infrastructure to accommodate low and ultra-low temperature ranges. Additionally, the Group will implement cutting-edge IT systems that provide end-to-end visibility, ensuring product integrity, regulatory compliance, and confidence for healthcare providers and their patients.

With its new sector brand DHL Health Logistics, the Group consolidates its life sciences and healthcare expertise under one unified umbrella. This creates

a seamless, end-to-end experience for customers, simplifying the management of complex, cross-border supply chains with confidence, agility and high-quality service. The approach is designed to meet the needs of pharmaceutical, biopharma, and medical customers who require agile, connected logistics solutions that go beyond traditional service lines.

"Similar to DHL Group's purpose of "Connecting people, improving lives", our strategic investment in life sciences and healthcare is driven by our customers' mission: delivering essential, often life-saving products to people in need," said Oscar de Bok, CEO of DHL Supply Chain. "We're building high-quality, integrated logistics solutions that are as innovative and reliable as the products our customers create - ensuring that patients everywhere receive the right treatment, at the right time, with complete confidence."

DHL Group has long been a trusted partner in life sciences and healthcare logistics, contributing over EUR 5 billion in global revenue in 2024. With an additional EUR 5 billion in projected incremental revenue by 2030, DHL Group is scaling its operations to match the fast-evolving needs of the industry and its end-users - healthcare professionals and patients alike.

Through this strategic investment, DHL Group is not only reinforcing its commitment to the life science and healthcare sector but also demonstrating a profound dedication to patient care by ensuring the efficient and reliable delivery of essential pharmaceutical products, clinical trials and cell & gene therapies. This approach positions DHL Group at the forefront of the industry, fully equipped to tackle challenges and seize opportunities in a rapidly transforming market.

Currently, DHL Group operates nearly 600 sites, hubs, and warehouses across close to 130

countries dedicated to life sciences and healthcare logistics, encompassing a total of more than 2,5 million square meters of temperature-controlled warehouse space. Building on this extensive network, our customers benefit from a comprehensive portfolio of fully integrated solutions.

In addition to infrastructure investments, DHL Group has recently acquired CRYOPDP, a leading specialty courier focused on clinical trials, biopharma, and cell and gene therapies, to further strengthen its capabilities in this segment and expand the potential of its Pharma Specialized Network as part of the overall investment strategy.

Source: [DHL Group](#)



## PostNL publishes Green Bond Report 2024

04-04-2025

Today, PostNL published its sixth Green Bond Report. This report provides investors and other interested parties with details on the use of proceeds and related expected environmental impact of the Green Bond (â,-300 million at a coupon of 0.625%, maturing in September 2026).

Pim Berendsen, CFO PostNL, says: “We are making good progress in further reducing our carbon footprint. Our ambitious targets, validated by the Science Based Target initiative, are aimed to reduce over 90% of our scope 1 and 2 emissions and 45% of our scope 3 emissions by 2030. Also in 2025, we continue the electrification of our fleet and investments in our sustainable buildings.”

The proceeds of the Green Bond are to be used to finance new and existing eligible green projects. This enables PostNL to contribute meaningfully to the United Nations Sustainable Development Goals ‘Climate action’ and ‘Decent work and economic growth’. During 2024, PostNL allocated €42 million of the Green Bond proceeds to eligible green projects which brings the cumulative allocated amount to €279 million (93% of total net proceeds).

The eligible green projects focus on clean

kilometres, sustainable buildings and innovation and efficiency. In total, PostNL has invested in 4,920 new vehicles, of which 395 in 2024. The company continues to explore further opportunities to accelerate the electrification of its fleet. In total, 31 of the buildings had a BREEAM certificate and the latest sorting centre in Alphen aan den Rijn is expected to be BREEAM certified, with the highest standard for new construction, ‘Outstanding’.

As part of its sustainability strategy, the company continues to explore new possibilities to reduce its carbon footprint and become more energy efficient. Ongoing developments include the installation of batteries in sorting centres that will store green energy produced from the rooftop solar panels for use at a later time, which both reduces the company’s dependency on the power grid and ensures that no energy is supplied back to an already congested grid.

Source: [PostNL](#)



## DHL Group and Temu sign Memorandum of Understanding to support local businesses

04-04-2025

The agreement aims to enhance collaboration to better support local small and medium-sized enterprises (SMEs) in established markets as well as in growth markets, such as Eastern Europe and the Middle East.

Bonn, Shenzhen - DHL Group, the world's leading logistics company, has signed a Memorandum of Understanding (MoU) with the e-commerce marketplace Temu to deepen their cooperation and to further expand their successful partnership. The agreement aims to enhance collaboration to better support local small and medium-sized enterprises (SMEs) in established markets as well as in growth markets, such as Eastern Europe and the Middle East. Both parties are committed to fostering compliant trade and sustainable practices.

DHL Group will support Temu through its logistics expertise, including multimodal transportation solutions, to provide more efficient and sustainable supply chain services. With its dense network and global presence, DHL Group is the ideal partner to support Temu's growth in both established and new markets.

"Through our various DHL divisions, we are already providing a wide range of logistics services and solutions, including air freight and last-mile delivery. We are excited to elevate our partnership with Temu to the next level. By combining our logistics capabilities with Temu's innovative platform, we can create more efficient, compliant

and convenient solutions that benefit both consumers and local businesses in the markets we serve," states Katja Busch, CCO and Head of DHL Customer Solutions & Innovation.

As part of the Memorandum of Understanding, DHL Group will utilize its logistics expertise to support Temu's operations in Europe, including its local-to-local model, which enables local merchandise partners to sell on its platform and supports local fulfillment. Temu expects up to 80% of its total sales in Europe to come from this local-to-local model. Additionally, the e-commerce platform will enable European-based sellers to reach global markets in the future. This allows, in particular, SMEs to scale and expand their businesses. DHL will also assist Temu in growing its presence in e-commerce markets, including the Europe, Middle East, and Africa (EMEA) regions.

"This letter of intent marks a significant step in our partnership with DHL Group. Its extensive network and logistics capabilities will help support our mission to increase consumer access to affordable products and help increase growth opportunities for sellers," states Qin Sun, co-founder of Temu.

Source: [DHL Group](#)

## Profit improvement and reduced climate emissions

07-04-2025

The board of directors of Posten Bring AS has approved the annual report for 2024. Revenue was NOK 24,972 million and the adjusted operating profit was NOK 906 million, NOK 190 million better than the previous year. In the same period, the group reduced its own greenhouse gas emissions by 15 percent.

We are pleased to have completed a year in which we both increased sales, improved results and at the same time reduced greenhouse gas emissions. We live in a time where things we previously took for granted are now changing. The value of trust, market understanding and the ability to adapt quickly has perhaps never been more important than now, says CEO Petter-Børre Furberg.

Posten Bring has had a year of solid revenue. Letter volumes continue to decline while parcel volumes increase somewhat. Good cost control contributed to the good performance. The group's annual profit was NOK 268 million, an increase of NOK 90 million compared to 2023.

In 2024, Posten Bring has reduced climate emissions from its own operations by 15 percent compared to the previous year.

Posten Bring has long had a strong focus on restructuring its vehicle fleet, both by increasing the proportion of vehicles that run on renewable energy sources and by expanding charging infrastructure for heavy vehicles across the country. Among other things, by establishing one of the country's largest and most advanced charging stations for heavy vehicles in Bjerkvik outside Narvik.

At the end of 2024, Posten Bring had 12,290 employees. The group had terminals in 39 locations in Norway, Sweden, Denmark and Finland.

### Some selected results from 2024:

- Adjusted operating profit in the logistics segment increased by NOK 197 million compared to 2023

- Parcel volume from online shopping increased by 3.8 percent last year
- The volume of addressed mail was reduced by 11.4 percent
- 79 percent of the group's operating revenues came from logistics operations
- 56 percent of vehicles used renewable energy sources
- In 2024, Posten Bring has reduced the number of its own diesel vehicles by 323, while the number of electric and biogas vehicles has increased by 257.
- In Sweden, Bring has awarded the Nordic Ecolabel to all deliveries to parcel boxes and pick-up points.
- In 2024, the group established one of the country's largest and most advanced charging stations for heavy vehicles in Bjerkvik outside Narvik.
- In 2024, the group adopted its own nature ambition and associated action plan, with the goal of halting and reversing the loss of nature and ecosystems.
- Posten Bring reduced CO2 emissions from its own operations (scope 1) by 15 percent in 2024. The group's emissions from electricity and district heating (scope 2) were reduced by 73.8 percent. Other indirect emissions are down by 2 percent (scope 3). The total cuts are 4 percent, in line with the group's science-based climate targets, approved by SBTi.
- New ethical standard for suppliers, including to ensure safe and decent working conditions.
- The annual report is delivered for the first time with statutory sustainability reporting under the new framework (CSRD).

Source: [Posten Bring](#)

## Postal interactive assistant now available to users 24/7

03-04-2025

Pia is the first and only voice assistant in Slovenia that enables natural conversation in the Slovenian language, understanding as many as 12 Slovenian dialects. With an advanced language model tailored specifically for Slovenian users, it ensures fast and efficient communication with customers across the country. With this solution, Pošta Slovenije sets new standards in the digitalization of the user experience.

In its first months of operation, the voice assistant Pia successfully handled thousands of calls and proved that artificial intelligence in the postal sector brings concrete benefits. The contact center of Pošta Slovenije receives more than 2,300 calls and emails every day. With the upgrade of the use of artificial intelligence in the contact center, Pia is now available to users 24/7. This means that they can contact her at any time with questions about shipment tracking, services, price lists and general

information, regardless of the contact center's working hours.

With the introduction of the Pie voice assistant, users can quickly and easily access information, without waiting in lines or time-consuming searches for answers. Pošta Slovenije thus demonstrates its commitment to innovation and continuous improvement of the user experience.

Source: [Pošta Slovenije](#)

## Royal Mail unveils postbox of the future to make sending parcels easier

10-04-2025

Royal Mail has unveiled a solar-powered postbox of the future as the company continues to find ways to make sending parcels easier.

The iconic postbox design has been given a modern makeover including an extra-large opening to accept parcels larger than those that fit through a letterbox for the first time. Customers scan their parcel's barcode and a drawer opens for them to drop it in, and they can also request proof of posting using the Royal Mail app.

Royal Mail has recently updated its app so customers can post small, barcoded parcels in a postbox and request proof of posting. The app update utilises 4G and the phone's location services, and to use it customers simply tap 'services' on the home screen, go to 'proof of posting', and then follow the steps.

The move is part of Royal Mail's drive to make it easier for customers to use postboxes to send parcels. There are 115,000 postboxes in the UK, located within half a mile of 98 per cent of addresses, making them the UK's largest parcel drop off network. They currently accept parcels that are small enough to fit through a letterbox, but thousands could be adapted to the new design to accept larger parcels.

Five of the new postboxes are being piloted in the Ware, Hertford and Fowlmere areas before Royal Mail rolls them out further across the UK. Letters

can still be posted in the usual way through a separate opening.

The new postboxes will support the increasing numbers of people selling unwanted clothing and other items on secondhand marketplaces, as well as traditional online shoppers sending returns.

The updates to postboxes are part of Royal Mail's wider efforts to make sending and receiving parcels as convenient as possible. Royal Mail now has more than 21,000 locations where customers can drop off and collect parcels, including 1,000 lockers, 7,000 Collect+ stores, 11,500 Post Office branches, 1,200 Royal Mail Customer Service Points and 1,200 parcel postboxes.

Emma Gilthorpe, CEO at Royal Mail, said: "In making this historic change to our postboxes, our goal is to maximise choice and convenience for our customers. In an era where letter volumes continue to decline and parcels are booming, we are giving our iconic postboxes a new lease of life on street corners across the nation.

"You can now drop your parcel in any postbox where it fits - you just need a label with a barcode."

Source: [International Distribution Services](#)

## Gondolas, Cable Cars, and Boats: How DHL delivers packages in hard-to-reach locations worldwide

09-04-2025

Five unconventional solutions for delivery under special conditions.

**Bonn - Delivering packages in various regions around the world often requires creative and tailored solutions. Whether navigating the narrow canals of Venice, Italy, using gondolas, ascending Germany's highest mountain via cable car, or traversing the expansive Niger Delta by boat – deliveries in different regions of the world often require creative and tailored solutions.**

### Gondolas in Venice

Delivery by car or bicycle is hardly feasible in the historic city of Venice. Instead of streets, Venice has a network of canals. DHL utilizes this network to deliver packages in the Italian city via gondolas. While the gondolas are slightly wider than the slender boats used to row tourists through the canals, they are an integral part of the water traffic on the Grand Canal. DHL also relies on a delivery gondola in only one other city worldwide: the canals (Grachten) of Amsterdam.

### Cable Car to Germany's Highest Post Office

DHL Group operates Germany's highest post office – on the Zugspitze in the Alps, at an altitude of about 2,600 meters. Postal worker Andreas Oberauer delivers letters and packages daily to one of the most remote locations in the country and empties the mailbox on the mountain plateau – via cable car. Whether in sunshine or stormy weather, he reliably brings the mail via the Zugspitzbahn to the restaurants and viewing platform. "The breathtaking view makes up for a lot, even if the weather is sometimes stormy," says Oberauer.

### Boats in the African River Region

For deliveries in the West African city of Lagos in Nigeria, DHL uses two boats. They operate daily between the mainland of Lagos and the southern district of Victoria Island. The water crossing takes only about 18 minutes. In contrast, the journey by road could take up to three hours due to heavy traffic and poor roads.

### Snowshoes in Norway

Measuring approximately 50 cm long and 20 cm wide, the snowshoes used by delivery personnel in regions with heavy snowfall in Norway help them reach their customers. These specialized shoes are employed in remote areas that cannot be accessed by regular delivery vehicles. They are secured with Velcro straps. The flat and large surface of the shoes stabilizes the stance and prevents sinking into the snow.

### DHL Solar Boat in Berlin

In Berlin, DHL delivery personnel also serve as captains on a solar-powered boat on the Spree River. "Our customers were very amused when I first started crossing the river," says Captain Dirk Braumann. "Everyone is friendly, and I've never experienced a package falling into the water!" Since the boat operates on solar energy, it is not only practical but also environmentally friendly—an example of how DHL is committed to sustainable and innovative logistics.

Source: [DHL Group](#)

## Australia Post opens new International Commercial Facility in Melbourne

14-04-2025

Australia Post has opened its brand new International Commercial Facility at Sky Road, Melbourne Airport, marking a significant step forward in automation and efficiency of international inbound parcel processing operations.

Spanning 2,500 square metres, the site features advanced automation technology capable of sorting up to 6,000 parcels per hour. It's the first of its kind in Victoria for Australia Post, designed specifically to expedite the clearance process for international parcels coming into Australia.

This facility will support and service Australia Post's growing international merchant customer base. It replaces the manual sorting process used at the previous site, boosting parcel processing capacity by more than 50%.

The facility has also been designed with sustainability at the forefront, featuring optimised linehaul and transport routing to reduce carbon emissions, as well as enhanced waste management systems to improve recycling efficiency for materials like cardboard and plastic.

Australia Post Executive General Manager Parcel, Post, and eCommerce services Gary Starr, said the new infrastructure highlights Australia Post's commitment to meeting the evolving needs of its large international customers.

"This upgrade is a key investment in our future operations and how we serve our international customers. With brand new automated sorting machines processing up to 6,000 parcels per hour, we're able to handle more parcels, reduce touch points and manual handling, improve safety, increase customer package visibility and get packages to customers faster.

"This facility positions us well to support the future of global e-commerce and continue to deliver a reliable, high standard of service for our customers," Mr. Starr said.

The Sky Road facility is the second to implement a fully automated system for the international commercial delivery service, following the installation at Sydney Gateway Facility in October 2023.

The facility will also have a dedicated area for parcel inspection by Australian Border Force and the Department of Agriculture Fisheries & Forestry teams.

Source: [Australia Post](#)

## Posti to cooperate with Black Winch - offering companies support in Product-as-a-Service model

07-04-2025

Posti is beginning a collaboration with Black Winch, the world's exclusive authority in Product-As-A-Service, that helps manufacturers build Product-as-a-Service (PaaS) business models. Posti will serve as a logistics partner for the Nordic and Baltic markets and will provide solutions for in-house product maintenance and related services.

Consumers are increasingly shifting to subscription-based business models, and companies need guidance in adopting them.

“Our customers want practical solutions to move from selling products to selling an outcome,” says Yann Toutant, CEO of Black Winch. “With Posti on board, we’re making that shift seamless, profitable, and scalable.”

“We’re excited to join forces with Black Winch to accelerate PaaS adoption. By combining their hands-on approach with our advanced logistics and fulfillment network, we’re helping businesses unlock new revenue streams while improving efficiency and sustainability,” adds Peter Ervasalo who oversees Posti’s Fulfillment and Logistics Services in Sweden.

Seamless logistics act as the foundation of profitability in PaaS  
A Product-as-a-Service model is truly viable only

when equipment can be used by multiple users over its lifecycle. The ability to maintain and rotate assets efficiently among customers is the foundation of profitability. This makes logistics not just a support function, but a critical success factor for the entire business model.

Posti’s logistics solutions ensure smooth transitions between users, whether through efficient pick-up, refurbishment, or redistribution. This enhances both customer experience and the bottom line, turning circular logistics into a true competitive advantage.

Posti and Black Winch share a commitment to building a more sustainable, circular economy. Through the partnership, we can offer companies in the Nordics and Baltics a clear roadmap, seamless logistics solutions, and end-to-end support for the execution of the PaaS business model.

Source: [Posti](#)



## DHL delivers the world's first mobile heart clinic to Burundi

10-04-2025

In partnership with the German NGO kinderherzen, the mobile clinic will provide life-saving cardiovascular surgeries for children with congenital heart diseases.

Bonn, Gitega - DHL Global Forwarding has successfully transported the world's first mobile heart clinic for children to Burundi. This milestone logistics initiative will help bridge a critical healthcare gap in the region. In partnership with the German NGO kinderherzen, the mobile clinic will provide life-saving cardiovascular surgeries for children with congenital heart diseases (CHD).

An estimated 90 percent of children in Africa with CHD lack access to necessary medical care, contributing to high mortality rates. MOHKI, the mobile heart clinic, is designed to address this by bringing specialized treatment to underserved communities. The facility consists of fourteen 20-foot containers equipped with operating theatres, an intensive care unit, medical supplies and equipment, solar panels and other essential infrastructure to enable continuous and reliable operations. Following a successful mission in El Salvador last year, where the clinic's team performed 24 heart surgeries, volunteer medical experts will collaborate with local professionals in Burundi to provide lifesaving surgeries and strengthen pediatric healthcare capacity.

"This partnership with kinderherzen reflects our commitment to connecting people and improving lives," states Amadou Diallo, CEO of DHL Global Forwarding Middle East & Africa. "By utilizing our logistical expertise and global network, we're ensuring that advanced healthcare services reach communities where they are needed most, empowering health systems to deliver life-saving medical care for children."

The MOHKI team will carry out life-saving heart surgeries over a two-and-a-half-week period, which includes two weeks of procedures followed by five days of post-operative care. After surgery, children will receive medical attention in MOHKI's intensive care unit and nursing ward before being discharged

or transferred to the Mother-Child Centre of Hospital Kamenges. This mission marks the first phase of MOHKI's work in Burundi, with additional missions planned, including the next one in June 2025.

Several African countries face significant gaps in pediatric heart surgery expertise and medical facilities. MOHKI's mobile facility provides both essential medical care and long-term healthcare training programs to strengthen local healthcare infrastructure. The clinic will operate as a transitional facility for at least one year until a permanent heart center is fully equipped. By prioritizing sustainable development, this initiative supports lasting improvements in pediatric care.

"Without access to paediatric heart surgery, many children with congenital heart defects in Burundi have no chance of survival. This mobile kinderherzen-clinic is an opportunity to save lives. Some central African countries, particularly Burundi, are severely underserved. This project not only saves lives, but also lays the foundation for a global movement of humanity and cooperation. Such an initiative would not be possible without logistics partners like DHL, and for that we are grateful," explains Jörg Gattenlöhner, Managing Director of kinderherzen.

This first-of-its-kind initiative in Africa is part of a broader mission to enhance access to critical pediatric healthcare in remote and underserved regions. Using DHL's extensive logistics network, MOHKI's safe and timely transport to Burundi ensures that life-saving medical care reaches those who need it most. Other African nations have already expressed a need for specialized cardiological healthcare, highlighting the potential for MOHKI to expand its impact across the region in the years ahead.

Source: [DHL Group](#)



## Safe transport of bees with Poczta Polska

14-04-2025

The possibility of safe shipping of live bees is provided as part of the Pocztex service. It was designed with attention to every detail in order to provide insects with optimal conditions. Special marking of packages, recommended packaging ensuring adequate ventilation and access to water are just some of the standards introduced.

– We are the only company in Poland that officially provides bee transport services. Our priority is to do it well and reliably – says Sebastian Mikosz, president of Poczta Polska.

Collaboration with experts for the highest standards

The development of service procedures was designed in cooperation with experts from the Polish Association of Bee Queen Breeders. Monika LeleÅ„, an expert from the Association, emphasizes the importance of the new service: - There are nearly 100,000 registered beekeepers in Poland. Thanks to high standards of bee transport, we support the development of apiaries and contribute to the preservation of biodiversity .

Priority: safety

With bee safety in mind, sorting workers and couriers have undergone special training. Parcels are accepted from Monday to Thursday to avoid the risk of being left in warehouses on weekends, and special places for bee transports have been designated in postal forwarding and distribution hubs.

Polish Post for biodiversity

Bees pollinate around 70% of the world's food crops, making them essential for agriculture and horticulture, and therefore for global food security. Sebastian Mikosz adds: - As Poczta Polska, we are proud to contribute to the protection of bees and better cooperation between beekeepers across the country.

Contact for beekeepers

We invite all those interested in the new service of Poczta Polska to visit the website: [www.poczta-polska.pl/pszczoly](http://www.poczta-polska.pl/pszczoly) , where detailed information is available.

Beekeepers who use our offer can contact us at: [\[email protected\]](#) – our specialists will be happy to provide support.

About bees

Honeybees in Poland play an invaluable role in maintaining the health and balance of our natural environment. Their work goes far beyond honey production. Hundreds of plant species from which we make food, including crops, vegetables, medicinal plants or herbs, shrubs and fruit trees, depend on pollination by bees.

The importance of bees for biodiversity and ecosystems is enormous. They pollinate crops and wild plants, which helps maintain healthy and diverse ecosystems.

Bees are very hardworking and can visit thousands of flowers in a single day. They form precisely organized communities in which each bee has specific tasks – from collecting nectar, through making honey, to caring for larvae and the queen.

Unfortunately, honeybees worldwide face numerous threats, including climate change, habitat loss, disease, and agricultural pesticide use. All of these can harm their health and reduce their populations.

By introducing the safe transport service for bees, Poczta Polska is showing its commitment to protecting these extremely valuable insects and supporting beekeeping.

Source: [Poczta Polska](#)

## Canada Post opens applications for Tales of Triumph small business contest

15-04-2025

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

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

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

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

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

- Customer Connection – These businesses are building strong relationships and making their mark with customers.
- Doing Good – These businesses have a

positive impact on the lives of Canadians in their communities and at large.

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

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

Applications will be accepted until May 16, 2025.

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

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

Source: [Canada Post](#)

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

15-04-2025

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

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

2026 was approved.

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

Source: [PostNL](#)

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

16-04-2025

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

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

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

### Nanso's Uusi Elämä collection

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

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

The defective products are refurbished at Posti's warehouse in Pennala, where all Nanso products

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

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

Posti's service not only supports Nanso's sustainability goals but also offers concrete business benefits.

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

For consumers, this means the opportunity to make more sustainable choices without compromising on quality. One of the biggest reasons why people are hesitant to buy

second-hand clothes is hygiene – and that's exactly where Posti's process brings the solution.

#### Posti develops new circular economy services

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

"We want to be a partner for companies in growth, and we are constantly engaged in expert discussions on the changes in the market on a global level. Our resource lies in a comprehensive network where we combine the logistical flows of both new and used products. There is no need to

move goods for renovation needs, but we can offer circular economy services as part of our warehouse services. This efficiency makes the circular economy more commercially attractive and opens up unique opportunities for the use of the circular economy in different industries and purposes, whether it is more advanced return management or genuinely new circular business models in all our geographical operating areas," Gustafsson concludes.

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

Source: [Posti](#)

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

16-04-2025

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

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

### Technology is not everything

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

### Secure e-Delivery

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

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

Source: [Poczta Polska](#)

## Administrative services are offered in additional 300 offices of Bulgarian Posts

15-04-2025

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

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

to create convenience for people, saving them time and means of travel.

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

The number of offices will continue to grow in order

Source: [Bulgarian Posts](#)



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

15-04-2025

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

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

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

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

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

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

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

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

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

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

Source: [International Distribution Service](#)



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

16-04-2025

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

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

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

Source: [Swiss Post](#)



## ACCC consults on Australia Post's proposed stamp price increase

10-04-2025

The ACCC is seeking stakeholder feedback on its [preliminary view](#) to not object to Australia Post's proposed stamp price increase of 13.3 per cent from mid-2025.

Under the [draft proposal](#) submitted in November 2024, Australia Post intends to increase the prices for reserved ordinary letters delivered to the regular timetable from:

Proposed prices for reserved ordinary letters delivered to the regular timetable

### Letter type

Ordinary small letter (BPR)

Ordinary large letter up to 125g

Ordinary large letter over 125g and under 250g

Australia Post is not proposing to increase the price of concession stamps (\$3 for five) or stamps for seasonal greeting cards (65 cents).

After assessing the draft price notification [in line with its role](#), the ACCC has found that Australia Post is unlikely to recover revenue in excess of its costs for its reserved postal services.

"Our preliminary assessment found that Australia Post's proposed price increase is unlikely to produce surplus revenue for the reserved letter service over the coming years," ACCC Commissioner Dr Philip Williams said.

Australia Post's letter services – including its reserved services – have incurred significant losses in recent years, which Australia Post attributes primarily to the ongoing reduction in letter volumes combined with an increase in delivery points.

Currently, Australia Post only delivers around two letters to each household per week and expects reserved letter volumes to continue to decrease by around 10.6 per cent annually until 2027–28. At the same time, the number of delivery addresses serviced by Australia Post continues to grow, which adds to the financial pressure on the letter service.

"The ubiquity of digital communication options has impacted the commercial viability of letter delivery globally," Dr Williams said.

"At the same time, Australia Post remains an essential national service – especially for vulnerable members of the community and those in regional and remote parts of the country."

For the average Australian household, which sends around six letters per year, the proposed basic postage increase to \$1.70 would result in an additional annual cost of approximately \$1.20. However, the ACCC recognises that the proposed price rise would be the third such increase within four financial years, from a basic postage rate of \$1.10 at the start of 2022–23.

In forming its preliminary view, the ACCC carefully considered the feedback presented by stakeholders during a [consultation process](#) in late-2024. While the ACCC acknowledges public opposition to the proposed increase, it has applied a cost-based approach in its analysis within the confines of its regulatory role.

"Our assessment seeks to balance the needs of consumers who rely on mail with the financial sustainability of the letter service, and we're very conscious that further stamp price increases may present affordability challenges for some consumers and small businesses," Mr Williams said.

Following feedback from mail users, the ACCC recommends Australia Post increase the annual cap on the number of concessional stamps available to eligible concession card holders as a way to lessen the impacts of the proposed price rise for these customers.

The ACCC also acknowledges that the proposed price increases may have a disproportionate impact on businesses and organisations sending large volumes of mail as part of their operations –

particularly those which are subject to legal obligations to send correspondence by post.

“For those businesses which are heavily reliant on the postal service or are unable to change to electronic alternatives, we consider Australia Post should explore ways to make letter sending more affordable in addition to the existing bulk rates on offer,” Dr Williams said.

In March 2024, the ACCC made several recommendations to Australia Post regarding changes to its financial modelling and forecasting as well as improvements to its cost allocation model ahead of future price notification processes. Australia Post has addressed a number of the ACCC’s recommendations, including the commissioning of an [expenditure review](#) by Frontier Economics into the efficiency of Australia Post’s costs.

“While Australia Post has made progress on the recommendations, further work is needed to support any future ACCC pricing assessments,” Dr Williams said.

“We also consider that Australia Post needs to be more transparent with the public about its implementation of such recommendations.”

The ACCC invites submissions in response to its [preliminary view paper](#) by 5pm Monday 12 May 2025. Submissions received will be considered by the ACCC in making its final decision.

The ACCC will issue a final decision after receiving a formal price notification from Australia Post.

Australia Post must also notify the Minister for

Communications of the proposed price increase and must not increase prices if the Minister rejects the proposal within 30 days.

## Background

Australia Post’s proposed price change was outlined in a draft price notification provided to the ACCC in [November 2024](#).

Under the Competition and Consumer Act, the ACCC is responsible for assessing proposed price increases by Australia Post for its reserved ordinary letter services delivered to the regular timetable. The ACCC must consider Australia Post’s proposed price increases of these services and may decide to:

- not object to the price increase
- not object to a price that is less than that proposed, or
- object to the price increase.

The ACCC does not have the role of approving any proposed price increase under the Australia Post price notification framework. Only the Minister for Communications has the power to reject a price increase proposed by Australia Post.

Australia Post’s reserved ordinary letter services are services that Australia Post has a statutory monopoly over and are declared as ‘notified services’ for the purposes of Part VIIA of the Competition and Consumer Act. The current declaration for Australia Post’s notified services is due to expire on 30 September 2025 unless extended.

Source: [ACCC](#)

## Posti to implement changes in the prices of stamps and parcels

15-04-2025

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

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

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

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

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

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

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

**An average increase of EUR 2 per year for consumers**

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

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

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

Stamps can be bought at about 3,000 sales points or via Posti's online shop at [posti.fi/shop](https://posti.fi/shop).

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

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

The prices of parcels will increase by approximately EUR 1 on Posti's website and in the OmaPosti app, and the prices of large parcel sizes will increase slightly more. The prices of parcels purchased from service points will increase by 40 cents. We will also update the prices of additional services. You can check the new prices in the price list at [posti.fi/prices](https://posti.fi/prices).

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

Source: [Posti](https://posti.fi)

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

16-04-2025

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

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

### Setting an important course: hybrid letters will become part of everyday life

Swiss Post ensures secure and reliable transport from A to B. It also handles this transport in the digital space. In recent years, the company has additionally specialized in the secure and reliable transmission of digital information. It is bringing mail secrecy to the digital world. Under the proposal, Swiss Post will use this expertise within the scope of the consultation procedure to

safeguard letters in the digital space, from posting through to delivery and receipt. "If a customer sends a letter by post in the future, they will have the option of sending it digitally. In this case, the recipient can then decide whether to receive the consignment physically or digitally. It means customers will be free to choose. We firmly believe that the hybrid letter is the right path for Switzerland and for modernizing the universal postal service obligation," explains Nicole Burth, Member of Executive Management and Head of the Digital Services unit.

### Swiss Post boosts legal security in the digital space

With the amended Postal Services Ordinance, there would be a hybrid letter, which offers various advantages. Thanks to a regulated seal, the recipient would know that the letter is genuine and unaltered. The qualified time stamp would provide proof of the acceptance time. This would increase legal certainty. The hybrid letter also offers enhanced confirmation of retrieval. The proposed change makes things simpler for senders. Those wishing to send a letter to a postal address will also be able to do so digitally. Depending on the recipient's preference, Swiss Post will then deliver the letter to a physical or digital letter box. For business customers, the hybrid system offers an additional advantage. They will be able to send and receive letters digitally directly from their existing business software. Modernizing its universal service obligation allows Swiss Post to take account of the current importance of digital communication.

### Further proposals in logistics and payment transactions

As part of the consultation procedure, the Federal Council is additionally proposing to standardize delivery punctuality (delivery times) of letters, newspapers and parcels at 90 percent. Swiss Post also welcomes this proposal. The new requirements would, for example, enable greater flexibility and logistical planning in the case of exceptional events such as train cancellations or tunnel blockages, and Swiss Post could align its

capacities more closely to those of normal operations. This would, in turn, have a positive effect on the company's self-sustainability until the comprehensive revision of the law.

In addition, delivery will be made to all settlements inhabited all year round instead of all homes inhabited all year round as it is today. Around 2 percent of all Swiss households would be affected by this change. They would receive alternative delivery solutions. The changeover will be implemented over a period of 10 years. Swiss Post essentially welcomes this proposed change as it would significantly increase delivery efficiency.

The proposed amendment also provides for an expansion of the universal service in digital payment transactions. The payment transactions

market is already highly digitized today and the Swiss population has comprehensive access. This equally applies to online payment methods. PostFinance already offers its customers e-finance and the PF App as well as a debit card for online purchases.

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

Source: [Swiss Post](#)

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

23-04-2025

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

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

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

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

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

Source: [Canada Post](#)



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

25-04-2025

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

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

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

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

Source: [Deutsche Post DHL](#)





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

28-04-2025

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

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

Increased safety for the addressee

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

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

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

Source: [Bpost](#)

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

29-04-2025

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

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

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

Full-time CEC employees already received a one-off payment of 400 francs with their January salary as an additional salary measure. With this gesture,

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

### Decision by the joint arbitration commission

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

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

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

Source: [Swiss Post](#)

## German regulator publishes figures for the letter and parcel market 2023

02-04-2025

The Federal Network Agency today published the postal market data for 2023 in its 2024 Letter Market Report and 2024 Parcel Market Report. The results are from the annual postal market survey. The preliminary figures for 2024 are based on estimates from postal service providers.

### Letter area

The downward trend in mail volumes continued in 2023. At 10.92 billion items, fewer letters were transported than in 2022 (11.93 billion). The decline is thus somewhat greater than in previous years. Revenue in the mail market also continued to decline in 2023, amounting to €7.31 billion. In 2022, it was approximately €7.87 billion.

Companies continued to estimate declining volumes and sales for 2024.

Deutsche Post DHL remains dominant in the mail sector. It was able to slightly increase its market share to 87 percent. The remaining 13 percent is distributed among the other companies operating in the market, whose business models primarily target business customers. All analyses show a very high market concentration in the mail sector on Deutsche Post DHL and indicate monopolistic structures. The Federal Network Agency will continue to closely monitor developments in this

area.

### Parcel area

Revenue and shipment volumes in the parcel market increased slightly in 2023. In 2023, the total number of parcels transported domestically and across borders rose by almost 2.54 percent to 4.36 billion, compared to 4.25 billion in 2022. Revenue in the parcel sector also increased by around 4.24 percent, from €18.41 billion in 2022 to €19.19 billion in 2023.

Parcel service providers forecast total revenue of 20.56 billion euros for 2024. This would correspond to an increase of around seven percent.

Competitive conditions in the German parcel market are significantly more heterogeneous than in the mail market. In the parcel market, there are significant differences between the business customer segment and the private customer segment. Several relevant players are active in the business customer segment, ensuring a more competitive structure. In contrast, the private customer segment is characterized by a strong market concentration in favor of DP DHL. Similar to the mail market, the company controls the majority of the market volume.

Source: [Bundesnetzagentur](#)