

## PostNL publishes Green Bond Report 2023

08-04-2024

Today, PostNL published its fifth 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 proud on the progress we have made in 2023 in further improving our carbon efficiency. We re-enforced our climate mitigation strategy, and submitted a more ambitious reduction target to the Science Based Targets initiative. For scope 1, 2 and 3 we now aim to reduce emissions by 45% in 2030 compared to the new base year 2021 (previously 18% compared to 2017). These clear targets are fully integrated in our strategy. By 2040, we aim to operate fully Net Zero. Also in 2024, another challenging year, we continue to invest in further solidifying our base, including investments in our green projects.”

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 ‘Decent work and economic growth’ and ‘Climate action’. During 2023, PostNL allocated €38 million of the [Green Bond](#) proceeds to eligible green projects which brings the cumulative allocated amount to €237 million (79% of total net proceeds).

The eligible green projects focus on clean kilometres, sustainable buildings and innovation and efficiency. In total, PostNL has invested in 4,525 new vehicles, of which 1,089 in 2023. The company continues to explore further opportunities to accelerate the electrification of its fleet. PostNL obtains the desired BREEAM certificates for 26 of its parcels sorting centres. Two new sorting centres in the Netherlands, operational in 2023 and 2024, are expected to receive a BREEAM-NL certificate in 2024. In 2023, PostNL’s head office in The Hague officially received the BREEAM-NL In Use “Excellent” certificate. It is the most sustainable national monument in the Netherlands. As part of its sustainability strategy, the company continues to explore new possibilities to reduce our carbon footprint and become more energy efficient.

Based on planned investments, the vast majority of the remaining proceeds will be allocated to electrification of the fleet and investments in sustainable buildings.

Source: [PostNL](#)

# Appointment of Chief Executive Officer of Royal Mail Group

03-04-2024

## Emma Gilthorpe appointed as Chief Executive Officer of Royal Mail Group

International Distributions Services plc (IDS) today announces the appointment of Emma Gilthorpe as Chief Executive Officer (CEO) of Royal Mail Group. Emma will join the company on 1 May 2024 and will work closely with Martin Seidenberg, Group CEO of IDS plc, during an intensive induction process before taking over responsibility for Royal Mail Group in the summer. During this period Martin Seidenberg will continue as interim CEO of Royal Mail Group.

Emma is currently Chief Operating Officer at Heathrow Airport where she is responsible for the running of one of the world's busiest hub airports. Emma brings extensive experience of working in large, complex and high profile regulated infrastructure businesses and has a proven track record of delivering successful change programmes whilst improving operational performance and productivity.

Emma has held a variety of senior roles at Heathrow since joining in 2009 including leading Strategy, Regulation and Sustainability. Emma established and led Heathrow's expansion programme as well as overseeing the airport's response to the pandemic, ensuring demand could be met safely, sustainably and efficiently whilst

driving up service levels. She previously worked in a variety of strategy, policy and commercial roles in the telecommunications sector at BT and Cable and Wireless.

Commenting on the appointment, Martin Seidenberg, Group CEO IDS plc, said: "I am delighted to announce the appointment of Emma as CEO of Royal Mail Group. Emma has an impressive track record of delivering major strategic change programmes whilst driving up performance. She will bring a customer and employee-centric approach to delivering Royal Mail's transformation for the benefit of all our stakeholders, and I look forward to working closely with her to ensure Royal Mail reaches its true potential."

Emma Gilthorpe said: "It is an exciting time to be joining Royal Mail at this crucial period for the company. Royal Mail is a great British brand with a long and proud history. Now is the time to ensure it has a successful future too, working in partnership with our employees, customers and all our stakeholders to continue to modernise Royal Mail and deliver the high standards of service our customers rightly expect."

Source: [International Distributions Services](#)

## UPS Announces Significant Partnership Expansion with USPS

01-04-2024

### Primary Air Cargo Provider Status Awarded to UPS

UPS today announced the company has been awarded a significant air cargo contract by the United States Postal Service (USPS). This award is effective immediately and greatly expands the existing relationship between the two organizations. Following a transition period, UPS will become the USPS's primary air cargo provider and move the majority of

USPS air cargo in the US.

“Together UPS and USPS have developed an innovative solution that is mutually beneficial and complements our unique, reliable and efficient integrated network,” said UPS Chief Executive Officer Carol B. Tomé.

Source: [UPS](#)



## Česká pošta will increase its employees' wages by an average of 10% from September

27-03-2024

As part of the progressive stabilization of the operational management of the Czech Post, it was decided to increase wages by an average of 10% from September 1, 2024. The increase will apply to all operational and administrative employees in tariff wages. At the same time, employees were paid an extraordinary bonus in March for the successful implementation of all crisis measures in 2023. The payment of the extraordinary bonus and salary increase is the result of negotiations between the management of the Czech Post and representatives of all trade unions operating at the Czech Post.

"Ensuring the daily functioning of Czech Post, including the challenging pre-Christmas period during the ongoing transformation, places enormous demands on all employees of our company. I would therefore like to appreciate everyone who took part in the implementation of crisis measures and tried to minimize the impact on our clients," said CEO of Czech Post Miroslav Štěpán. "Therefore, post office employees received an extraordinary bonus in the average amount of

CZK 4,500 with the salary for February in the March payment term. The transformation of the Post Office is heading in the right direction, which is why we have decided after a long time to increase tariff wages, and we are already counting on this cost in this year's balanced management plan. The priority is to constantly strengthen the quality of delivery, and therefore letter carriers will receive the most additions."

A successful transformation is a condition for the sustainability of post office employees' wages so that work at the Post Office is still attractive for them in changing market conditions. The total costs of the current extraordinary remuneration reached 120 million crowns, the cost of increasing collective wages 320 million crowns.

Czech Post employs approximately 20,000 employees. The current average salary at Czech Post is 31,012 crowns. The last increase in tariff wages in the average amount of 5% took place in 2023.

Source: [Czech Post](#)

# Swiss Post enters into strategic partnership with Western Union

03-04-2024

Swiss Post is opening up its branch network to extend the range of services for customers: a new partner, the payment service provider Western Union, will be present in Swiss Post's self-operated branches from the end of April 2024. Partnerships like this one with global operator Western Union are helping Swiss Post transform its branches into regional service centers. At the same time, Western Union is significantly expanding its network in Switzerland.

Swiss Post and the payment service provider Western Union will collaborate from April 2024. Thomas Baur, Head of PostalNetwork and Member of Executive Management, sees this as another major step towards transforming Swiss Post branches into service centers. "Western Union will enable us to provide a service at our branches in future that is vital for many customers who transfer money to relatives abroad. This partnership will also strengthen our dense branch network throughout Switzerland". The collaboration will allow Swiss Post to meet a requirement from customers as they are already frequently asking staff at Swiss Post branches for Western Union services.

Giovanni Angelini, President Europe & Africa at Western Union, is pleased to secure Swiss Post as a new partner in Switzerland: "I'm delighted that Western Union, one of the world's biggest financial networks, and Swiss Post, one of Switzerland's leading brands, are joining forces. This partnership will enable us to provide customers with even better service and to meet their specific needs. Today's announcement shows that, at Western Union, we still see collaboration with top brands and our leadership role as essential to our success. We look forward to a strong, mutually beneficial partnership." Western Union, an established international payment service provider, is an ideal addition for Swiss

Post's customers. In turn, Western Union customers will benefit from personal and professional service at Swiss Post branches.

International transfers with Western Union at Swiss Post

The partnership will get under way at the beginning of April in specially selected pilot Swiss Post branches. The two partners will gradually step up their collaboration so that, from the end of April 2024, customers will be able to use Western Union services at all Swiss Post branches. Customers can transfer cash to over 200 countries and territories.

The ongoing opening of Swiss Post's network shows that providing customers with a personal point of contact is still a requirement for many companies, even in the digital age. Besides Western Union, strategic partners, such as Assura, Axa, Groupe Mutuel, the Canton of Jura, Swisscaution and Sympany, also have a presence at Swiss Post branches. Collaboration with Western Union means another partner from the financial sector has now been added. It means that, in addition to PostFinance, Migros Bank, Bernerland Bank and Cornèr Bank, five partners from the world of finance are now present at Swiss Post branches. Swiss Post aims to add more partners in future – whether companies or public authorities – to strengthen the branch network and transform Swiss Post branches

into service centers.

Source: [Swiss Post](#)



# One in four shoppers avoid buying from international retailers due to concerns around returns, new ESW and Asendia survey reveals

28-03-2024

Asendia, a global leader in ecommerce and mail solutions, and ESW, leading global direct-to-consumer (DTC) ecommerce company, share the latest insights from Shipping and Returns: Leveraging Logistics to Unlock Global Loyalty.

Key findings based on data from more than 18,000 respondents in 18 countries show customer expectations regarding the post-purchase journey—particularly regarding cross-border returns—are both high and varied.

The report highlights a number of key concerns customers have related to shipping and returns, and helps global brands and merchants understand how to meet consumer expectations.

The report offers insights into consumer sentiment regarding transparency around fees and return policies, charging a returns or restocking fee, and free returns in exchange for a subscription membership.

## Show me the money

Returns logistics can be challenging and expensive, therefore many retailers have begun implementing return fees in order to claw back costs and deter shoppers from making excessive purchases with the intention of returning most of them.

Overall, nearly half of consumers said they are willing to make purchases even if there was a nominal returns charge. However, Gen Z was more than 1.7 times more likely to accept a fee than Baby Boomers. Of the countries surveyed, India, UAE, and South

Korea were most willing to accept return charges.

## Joining the club

27% of respondents said they are inclined to pay for a membership if it means they can return their purchases for free, another 27% would pay return shipping charges. More than four in 10 shoppers in India, China and Mexico would pay a membership fee that includes free returns yet only 15% of UK, German, and Swiss shoppers would pay a membership fee. They would, however, pay for return shipping.

“In today’s global marketplace, a robust cross-border returns strategy isn’t just another box to tick, it’s a strategic imperative. Prioritising a seamless, customer-centric return process enhances satisfaction, builds trust, and ultimately fuels long-term success. Each market is a unique ecosystem, with distinct customer behaviours and preferences”, comments Helen Scurfield, CEO Global Returns, Asendia.

"By removing the friction from cross-border returns brands can open routes to higher spending and new customers. But global reverse logistics are complex and managing them requires considerable expertise. By partnering with ESW and Asendia, brands and retailers have access to our industry-leading solutions allowing them to enter new markets in a matter of weeks and create exceptional

customer experiences that foster brand loyalty and deliver revenue growth”, explains Nick Cranney, Global Logistics & Returns, ESW.

The report will be discussed by a panel of industry experts in an upcoming webinar,

titled Mastering Returns: How Brands and Retailers can succeed in the Customer-Centric Era, launching on 3 April.

To download the report, click [here](#).

Source: [Asendia](#)



## NZpost plans to stream mail into parcel network as mail volumes drop further

26-03-2024

NZ Post Chief Executive David Walsh says NZ Post has been consulting with employees and unions and engaging with transport and delivery partners since October 2023 before coming to this decision.

“The way we deliver mail in the future will look very different and we know our future workforce won’t be the same size and shape as it is today. NZ Post announced in June 2023 that we would be consulting on reducing the number of roles involved in mail as a response to continuing mail decline.”

“Currently we have two separate delivery networks – one for mail and one for parcels. This will over time cease to be commercially viable as mail volumes continue to decline and we have therefore confirmed our decision to progressively stream mail into our parcel network to create a sustainable and cost-effective service through one network.”

“This decision means that there will be significant job losses in existing mail delivery, processing and support roles. Since this is a long-term plan, no employees are directly affected by the move to one delivery network right now and our focus is on supporting our people with this change.”

“For customers – this means your mail and parcels will eventually be delivered by one person, rather than two separate deliveries made by a Postie and a Courier. There is nothing that New Zealanders need to do differently” says Walsh.

NZ Post is going through a period of transformation, as we continue to respond to the ongoing decline in mail volumes while supporting future growth in e-commerce, as we chart a path towards commercial sustainability.

“Twenty years ago New Zealanders sent over 1 billion mail items in the year, which has decreased dramatically to around 220 million mail items in the current year, and we predict that this will decrease to about 120 million items by 2028. Mail decline isn’t unique to New Zealand. Postal services around the globe are responding to the same changes in communication and are focusing on the challenge of maintaining a service that has high operating costs and very low usage,” says Walsh.

“We need to continue to make hard decisions about our future as we evolve to meet the needs of New Zealanders. We are continuing to invest in growing an unmatched delivery business, while managing a transition to a commercially sustainable mail delivery service as we move toward one network for mail and courier delivery. These are not always easy decisions to make.”

NZ Post is committed to supporting our people through this change using a Just Transition support programme recently signed with the E tĀ union, that will support both those that may be affected by redundancies and those that are impacted by the change in other ways.

Source: [NZ Post](#)

## Posti will increase prices for stamps due to declining letter volumes

24-03-2024

Letter Services paid in cash include domestic and international letters paid by stamps.

“A genuine letter and card are still highly meaningful as a way to remember those closest to you, so there will be a demand for them for a long time to come. However, people are sending fewer and fewer letters, cards and Christmas cards. The costs are rising, which, together with the declining volumes, has caused a notable increase in unit costs,” says Sami Määttä, who is in charge of the consumer letter business at Posti.

Posti's operations are funded by service charges paid by customers, and the company does not receive any financial support for its operations from the state. 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 decreased by roughly 70% due to digital communications. Last year, the number of letters sent by consumers decreased 15%. The downward trend of printed mail will continue as the volumes of printed mail decrease with the progress of digitalization.

Domestic letters are divided into four weight classes, according to the weight in grams. As of April 25, the price of a domestic card or letter weighing no more than 50 g will be EUR 2.50 (EUR +0.20).

The price of an international postcard or letter weighing no more than 20 g will be EUR 2.75

in Priority class (EUR +0.25) and EUR 2.50 in Economy class (EUR + 0.20).

Going forward, the price of a Christmas stamp will be EUR 1.60 (EUR +0.10).

### An average increase of two euros per year for consumers

Finnish consumers spend, on average, less than EUR 20 per year on sending letters. For one person, the price adjustments will mean an average increase of two euros per year. On average, stamped mail is delivered to households once a month.

In the lightest class (1–50 g), the postage of a letter or postcard equals one no-value indicator stamp; in the next weight class (51–250 g), the postage equals two no-value indicator stamps; and in the third weight class (251–1,000 g), the postage equals four no-value indicator stamps. In the heaviest weight class (up to 2 kg), the postage of letters equals six no-value indicator stamps.

All domestic and international no-value indicator stamps bought before the price increase will be accepted without additional stamps also after the price increase. Old 1st and 2nd class no-value indicator stamps can still be used for sending mail. Their value equals the domestic no-value indicator stamp, which will be EUR 2.50 as of April 25, 2024.

As of April 25, 2024, previously purchased no-value indicator stamps for Christmas greetings will also have a value of EUR 1.60.

Source: [Posti](#)



# Royal Mail presents proposal for the future Universal Service and calls for urgent action

03-04-2024

International Distributions Services plc announces that Royal Mail has today submitted its response to Ofcom's call for input into the Universal Service.

In their call for input Ofcom concluded that reform of the Universal Service is necessary, given letter volumes have declined from a peak of 20 billion a year in 2004/5 to seven billion in 2022/3. Volumes will likely drop to around four billion in the next five years.

Following extensive consultation, listening to a wide range of consumers, businesses and stakeholders, Royal Mail's proposal is designed to protect what matters most to customers, with no changes to:

- The one-price-goes-anywhere service to all parts of the United Kingdom
- First Class letters delivered daily, six days a week (Monday to Saturday) to recognise the importance of next day and Saturday deliveries, especially for the NHS, publishers and senders of greeting cards
- The option of First Class and Second Class letters, giving people the choice of price and speed
- Parcels delivered up to seven days a week as currently

The proposal includes vital changes to deliver a more efficient and more financially sustainable Universal Service:

- All non-First Class letter deliveries, including Second Class, would be

delivered every other weekday

- The delivery speed of standard bulk business mail (used by large mail shippers for bulk mailings such as bills and statements) would be aligned to Second Class, so they arrive within three weekdays instead of two currently.

Listening to what customers have told us is important, Royal Mail is also calling on Ofcom to modernise the Universal Service for the digital age by introducing the following new features:

- The introduction of new, additional reliability targets for First Class and Second Class services, alongside revised, realistic speed targets, to give customers further confidence
- Tracking added to Universal Service parcels to reflect customer demand.

The proposal for reform can be achieved with regulatory change without the need for legislation. Royal Mail is urgently calling for Ofcom to act faster on implementing change, with the introduction of new regulations by April 2025 at the latest.

Martin Seidenberg, Group CEO of International Distributions Services plc, said: "The fact that letter volumes have dropped from 20 billion to seven billion a year means that the Universal Service is now unsustainable.

"If we want to save the Universal Service, we have to change the Universal Service. Reform gives us a fighting chance and will help us on the path to sustainability.

“Our proposal is based on listening to thousands of people across the United Kingdom to ensure it meets their needs. We have worked hard to come up with a proposal that is good for our customers, good for our people and would allow Royal Mail to invest in products and services that the UK wants.

“We have serious concerns that the urgency of the situation is not properly recognised by Ofcom. With no need for legislation there is no need to wait.”

#### The need for change

The Universal Service hasn't changed for over 20 years, despite major changes to how people communicate. Royal Mail has been calling for reform for more than four years. Ofcom calculates that providing the current Universal Service to the UK has a net cost to Royal Mail of £325 million to £675 million every year – put another way, it costs the company £1 million to £2 million every day to provide the Universal Service to the UK.

This is in the context of Royal Mail posting losses of £419 million in 2022-23 and £319 million for the first six months of 2023-24. The combination of declining letter volumes and increasing costs means that the Universal Service faces a very real and urgent financial sustainability challenge.

A more sustainable future – with limited

change for customers

Royal Mail's proposal, if fully and swiftly implemented, would reduce the net cost of the Universal Service by up to £300 million per year. This is very dependent on how quickly reform is enacted and the rate of letter decline. These savings would allow Royal Mail to continue to invest in the modernisation and transformation of the business to provide products and services that customers want and reduce its environmental impact.

The proposal is designed to create a more financially stable future for the business and its shareholders, protecting tens of thousands of jobs and the best terms and conditions in the industry. It closely aligns to changes successfully made in comparable countries – in Europe and around the world – over recent years, with limited changes for customers.

As a result of the changes creating a more efficient network, posties would, for example, deliver to around seven out of ten addresses on every walk, compared to just four out of ten today. This would mean a net reduction in daily delivery routes of 7,000-9,000 over the course of around 18-24 months. The company expects there to be no compulsory redundancies and fewer than 1,000 voluntary redundancies. The reduction would be managed through natural turnover wherever possible.

Source: [Royal Mail](#)

## NZ Post to change delivery days for newspapers and parcels to rural addresses

08-04-2024

NZ Post is changing its delivery days for newspapers and parcels in rural areas of New Zealand. From 29 June 2024, there will no longer be newspaper and parcel deliveries to rural addresses on Saturdays due to commercial viability, but Monday to Friday deliveries will continue as usual.

NZ Post Chief Operating Officer Brendon Main says Saturday services to rural areas are not commercially viable.

“Today, the items delivered by NZ Post rural delivery partners on Saturday are limited to subscription newspapers, as well as some parcels. We deliver very low volumes of items on these days, and it costs us more to deliver on Saturdays than we earn from the products we deliver.”

“From 29 June 2024, NZ Post will no longer deliver newspapers and parcels on Saturdays in the majority of rural New Zealand, with the exception of 17 rural delivery runs that will be phased out by June 2025. These 17 delivery runs are in Canterbury and Waikato and are being kept in place to give our business customers more time to put alternative arrangements in place for their customers.”

“It is important to note that there will be no changes to rural mail delivery as we do not currently deliver mail on Saturdays to any address. Rural mail delivery will still take place Monday to Friday, and we will still be fulfilling our obligations under the Deed of Understanding, which is an agreement we have with government that includes how often we deliver mail.”

“We acknowledge the affect that ceasing Saturday deliveries may have on Kiwis who live at a rural address. This is not a decision that we have made lightly and we empathise with those who could be impacted by this change,” says Main.

Impacted rural customers can expect to receive a written notification about the change from NZ Post. Rural customers who currently have newspapers delivered on Saturdays are advised to contact their newspaper subscription service.

This change will also affect rural customers who are PO Box holders and currently receive deliveries through the NZ Post Box Lobby service on Saturdays. PO Box holders who are impacted by this change will receive a letter from NZ Post.

NZ Post has consulted with our rural delivery partners and considered the impact to our business customers before confirming this change.

NZ Post is going through a period of transformation, responding to the ongoing decline in mail volumes and future growth in e-commerce, while charting a path towards commercial sustainability without government funding.

“We need to make some hard decisions about our future and the services we offer as we evolve to meet the needs of New Zealanders. We are continuing to invest in growing an unmatched delivery business, while managing a transition to a

commercially sustainable mail delivery service as we move toward a single network for mail and courier delivery as announced on 26 March 2024.”

“These are not always easy decisions to make, and we again acknowledge the impact on rural communities.” says Main.

Source: [NZ Post](#)



## New pricing for Bulk Mail Discount services and Reach+ - 2024

10-04-2024

### New pricing for Bulk Mail Discount services and Reach+ - 2024

The rate for sending letters through An Post's Bulk Mail Discount services, including Reach+, will increase from the 1st of May 2024.

The rates for sending large envelopes and packets through these services are not changing.

An Post increased the headline stamp rate in February as inflation impacted the operational cost in providing letter services. Bulk Mail Discount pricing did not increase in February. An Post has a fixed network cost, and while mail volume is declining our associated costs do not decline at the same

rate.

Therefore, the rate for sending letters through An Post's Bulk Mail Discount services will increase by 15c per item and Reach+ service will increase by 8c per item.

Bulk rates for Meter customers

Bulk rates for Meter and Ceadúnas customers

Reach+ rates from 1st May 2024

Number of items Size Current Rate Rate from 1st May

2,000 - 4,999 Letter €0.90 €0.98

5,000 - 9,999 Letter €0.89 €0.97

10,000 - 19,999 Letter €0.88 €0.96

20,000 + Letter €0.87 €0.95

Source: [An Post](#)



## Deutsche Post discontinues overnight airmail for domestic letters within Germany

28-03-2024

After 63 years of service, the early hours of March 28 saw the last night flights for transporting letter mail between northern and southern Germany.

Marc Hitschfeld, Chief Operations Officer, Deutsche Post: "In times of climate change, airmail for domestic letters within Germany can no longer be justified."

The shift to road transport means 80% less CO2 emissions on affected routes.

Marking the end of an era, Deutsche Post has discontinued its overnight airmail network in Germany after 63 years in operation. The early hours of March 28 saw the last overnight flights by Eurowings and Tui Fly transporting letters to and from northern and southern Germany on the routes Stuttgart-Berlin, Hanover-Munich and Hanover-Stuttgart. In the interest of sustainability, letter mail on these routes will be transported exclusively via road in the future. This will allow Deutsche Post to reduce transport-related CO2 emissions on these routes by more than 80%. "We conclude the era of overnight letter airmail with mixed feelings," says Marc Hitschfeld, Chief Operations Officer of DHL Group's Post & Parcel Germany division. "In times of climate change, airmail for domestic letters within Germany can no longer be justified - also because there is no longer the same urgency associated with letter mail as in decades past. So on the one hand, the end of domestic airmail is good news for the environment. On the other hand, the end of overnight airmail closes a chapter of postal history which many Deutsche Post employees have identified with for decades."

On August 22, 1961, Germany's then Federal

Minister of Post and Telecommunications Richard Stücklen (CSU) and the chairman of Deutsche Lufthansa AG signed a contract for the transport of letters and postcards by air within the Federal Republic of Germany without airmail surcharge. This marked the start of the overnight airmail network, which officially began operations on September 1, 1961, with the goal of faster letter mail service within Germany. At the time, letters and telegrams were the only medium for quickly transmitting written communication - a function long since assumed by digital media such as email, WhatsApp, etc.

The first partner in the overnight airmail network was Lufthansa, which serviced all routes at the time with the exception of the air corridor to Berlin controlled by the Western Allies (serviced by the American carrier PanAm until 1990). Over the years, additional airlines were added to service the network, with Lufthansa terminating its service in 2008. The Frankfurt (am Main) airport served as the network hub for decades, but lost this role in 2005 due to the ban on night flights at Frankfurt.

As late as 1996, Deutsche Post was still transporting some 430 metric tons of letter mail with 26 partner airline aircraft to 45 destinations every night. In the end, it was only 53 metric tons, with six aircraft servicing the routes Stuttgart-Berlin, Hanover-Munich and Hanover-Stuttgart (each in both directions). This amounted to some 1.5 million letters flown each night or roughly 270,000 items per aircraft on average.

Political and social consensus in Germany today has largely determined that ensuring



speedy delivery of most domestic letter mail by the following workday is no longer a core component of universal postal service. Instead, focus is much more on the social-environmental aspects and impacts of the postal service. Accordingly, the reforms to Germany's Postal Act (PostModG) - currently in deliberation in Germany's parliament and expected to take effect soon - stipulate longer

transit times for letter mail, which has long been the norm in most EU countries. Nevertheless, Deutsche Post will continue to ensure fast letter mail transport between northern and southern Germany with the deployment of Sprinter vans, among other modes. This is also made possible by reduced letter mail volumes and sorting times.

Source: [DHL Group](#)



## New CLA for PostNL mail deliverers upon positive ballot of union's members

05-04-2024

The Hague, the Netherlands, 5 April 2024 – The majority of the BVPP and CNV trade union members have agreed to a new collective labour agreement (CLA) for some 15,000 mail deliverers, meaning there are enough votes in favour of a new CLA to be signed into effect in mid-April. This schedule should also give trade union FNV enough time and scope to complete its membership ballot. The new CLA will run from 1 January 2024 through 31 December 2025. Mail deliverers are looking at a pay rise of at least 19%, including the 9.9% increase in the legal minimum wage from 1 January 2024.

Maurice Unck, Director of Mail in the Netherlands, emphasised the importance of what's been agreed: "Mail deliverers play a vital role in all our lives, from voting cards in elections to season's greetings in December. This agreement reflects our appreciation for the important work they do and makes their jobs as mail deliverers more attractive, not least in the teeth of the challenges we're facing in the postal market."

**New pay structure and employment benefits**  
A key element of the outcome is the new pay structure. This incorporates the recent increase in the legal minimum wage, which had pushed beyond pay scales for mail deliverers with effect from 1 July 2023. The new structure has five scales and once again reflects the work experience built up by mail deliverers. There will be four pay increases in the course of the new CLA, the last of which will take effect on 1 July 2025. By that date, mail deliverers' pay will have added between 19% and 25% relative to 31 December 2023,

including the 9.9% increase in the legal minimum wage from 1 January 2024.

In addition to these pay rises, there are agreements to raise pay for 16- and 17-year-olds, to end youth wages from age 18, and to grant various benefits and monthly payment of the holiday allowance to new mail deliverers. PostNL has also agreed with the unions to set up a joint task force (Taskforce Werkplezier) focusing on the enjoyment and energy mail deliverers derive from their jobs, which is to come up with specific proposals to enhance these aspects. Focus areas will include resources, long-term service and workwear.

**Future of the postal service in the Netherlands**

PostNL is doing everything in its power to keep mail accessible, reliable and affordable. As Maurice Unck observes: "The postal service in the Netherlands has long faced major challenges because of changing consumer needs, declining postal volumes and rising costs. We're aware that, at 80%, our wage bill accounts for a significant proportion of our operating costs. Our responsibility is to strike the right balance between our appreciation for our people and keeping the postal service sustainable and accessible across the country."

PostNL recently announced that it will be necessary to align the postal services network to its changing environment. This will also require a change to postal laws for it to be able to further adjust its network and so keep the postal service future-proof and financially healthy.

#### Agreement to be signed mid-April

The official CLA signing is scheduled to take place in some two weeks' time. This should also give trade union FNV enough time and

scope to complete its membership ballot. The agreement fits in with the financial outlook PostNL had previously shared with the markets.

Source: [PostNL](#)



# U.S. Postal Service Recommends New Prices for July 2024

09-04-2024

Today, the U. S. Postal Service filed notice with the Postal Regulatory Commission of mailing services price changes to take effect July 14, 2024. The new rates include a 5-cent increase in the price of a First-Class Mail Forever stamp from 68 cents to 73 cents.

The proposed adjustments, approved by the governors of the Postal Service, would raise mailing services product prices approximately 7.8 percent. If favorably reviewed by the commission, the price changes would include:

U.S. Postal Service Recommends New Prices for July 2024  
Product

|                              | Current Prices | Planned Prices |
|------------------------------|----------------|----------------|
| Letters (1 oz.)              | 68 cents       | 73 cents       |
| Letters (metered 1 oz.)      | 64 cents       | 69 cents       |
| Domestic Postcards           | 53 cents       | 56 cents       |
| International Postcards      | \$1.55         | \$1.65         |
| International Letter (1 oz.) | \$1.55         | \$1.65         |

The additional-ounce price for single-piece letters increases from 24 cents to 28 cents.

The Postal Service is also seeking price adjustments for Special Services products, including Certified Mail and money order fees. Notably, there will be no price increase for Post Office Box rental fees, and the Postal Service will apply a price reduction of 10 percent for postal insurance when mailing an item.

As changes in the mailing and shipping marketplace continue, these price adjustments are needed to achieve the financial stability sought by the organization's Delivering for America 10-year plan. USPS prices remain among the most affordable in the world.

The commission will review the changes before they are scheduled to take effect. The complete Postal Service price filing, with prices for all products, can be found on the commission's website under the Daily Listings section. The Mailing Services filing is Docket No. R2024-2. The price tables are also available on the Postal Service's Postal Explorer website at [pe.usps.com/PriceChange/Index](https://pe.usps.com/PriceChange/Index).

## Postal Products

Customers may purchase stamps and other philatelic products through the Postal Store at [usps.com/shopstamps](https://usps.com/shopstamps), by calling 844-737-7826, by mail through USA Philatelic or at Post Office locations nationwide. For officially licensed stamp products, shop the USPS Officially Licensed Collection on Amazon.

Source: [USPS](https://usps.com)

## bpostgroup to significantly strengthen its position in Europe

09-04-2024

bpostgroup signed an agreement with a view to acquire Staci, a European specialist in third party logistics.

**bpostgroup intends to reinforce its position as a regional leader in parcelized logistics in Europe and cross-border services on an international level. The group broadens its portfolio, focusing on better integration and more synergies and developing new services in Belgium, in addition to the last-mile-delivery activities (mail, press, parcels). Today bpostgroup signed an agreement in order to acquire 100% of Staci's shares from Ardian and other minority shareholders, with a view to position itself as a leader in e-commerce and omnichannel logistics and fulfillment in Europe.**

### **Unique opportunity is an accelerator for bpostgroup**

The agreement aims to a significantly upgrade bpostgroup's portfolio in Europe. Through the contemplated acquisition of Staci, bpostgroup will gear up its strategy to strengthen its B2B offering and will create more synergy potential within the group. bpostgroup will gain immediate access to knowledge and technology of B2B, e-commerce and brick-and-mortar businesses. The new collaboration will bring talents and capabilities to the group, and will also contribute to the ongoing transformation of our Belgian activities.

Chris Peeters, CEO bpostgroup, says: "This transaction will drive us forward in bringing our strategy to life. It facilitates synergies, enriches our portfolio, and harmonizes with our existing capabilities. The contemplated acquisition of Staci is fully in line with the

strategic choices bpostgroup had already made and presents the potential for a robust B2B-service offering. Also, bpost in Belgium can expect extra volumes in its last-mile-delivery network. Moreover, this transaction promises growth, sustainable employment and enduring value creation."

With this contemplated acquisition bpostgroup will refocus on strengthening its anchorage in Northwest Europe and Belgium and will invest in the development of the growing B2B logistics business.

Staci's services - well-established in various European countries, partially in Asia, and in the United States - will complement those of bpostgroup, namely the subsidiaries Active Ants and Radial, and amplify their service offering. Staci's broad customer base is diverse and covers, on top of e-commerce customers, also clients active in fast moving consumer goods, retail, laboratories, health, cosmetics, industry, energy, banking and insurance, hospitality, private or public services, and is focused on the parcelization trend of the business logistics (B2B). The contemplated acquisition will allow synergies in the short term and offers the opportunity to grow further and to leverage newly acquired capabilities to support the bpostgroup growth strategy, including in Belgium.

It is intended that the management team and all employees of Staci will remain on board, so that the group can continue to rely on their expertise and experience. After the transaction closing, it is expected that Staci CEO Thomas Mortier will become member of

the executive committee of bpostgroup and will lead the new business unit 3PL.

Chris Peeters comments: “I am convinced that with the contemplated acquisition of Staci, we will be ready for robust growth. The B2B logistics sector, including in Belgium, holds immense potential. Our collaboration with Staci will bring us expertise, innovation power, and customer insights, enabling us to craft a complete customer-centric offering tailored to their needs. With this strategic change, we aim at possessing the assets, potential, and ambition to excel as an international logistics player, securing a sustainable future for our company and employees.”

Staci reported normalized annual revenues of €771 million for 2023, while the pre-IFRS 16 EBITDA stood at €110 million.

Under the terms of the proposed transaction, bpost would acquire 100% of the shares of Staci from Ardian and other minority

shareholders for an Enterprise Value of €1.3 billion (pre-IFRS 16). bpostgroup plans to finance the transaction by using a bridge financing upon closing and a part of its available cash. The transaction is subject to prior communication and consultation with the relevant employee representatives, and is expected to close in September / October, following receipt of regulatory approvals<sup>1</sup>.

bpostgroup’s management will hold an analyst call on Monday, April 8th, at 10:00 CET. The presentation and the link to the webcast will be made available on our corporate website <https://bpostgroup.com/investors/results-reports-presentations/presentations>.

<sup>1</sup> French law mandates that prior to making a binding decision to sell, sellers must conduct consultations with the works council and provide relevant information to employees.

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

## NZ Post confirms plans to stream mail into parcel network as mail volumes drop further

26-03-2024

NZ Post has today confirmed plans to progressively stream mail into its parcel network to create a sustainable and cost-effective service through one network.

NZ Post Chief Executive David Walsh says NZ Post has been consulting with employees and unions and engaging with transport and delivery partners since October 2023 before coming to this decision.

“The way we deliver mail in the future will look very different and we know our future workforce won’t be the same size and shape as it is today. NZ Post announced in June 2023 that we would be consulting on reducing the number of roles involved in mail as a response to continuing mail decline.”

“Currently we have two separate delivery networks – one for mail and one for parcels. This will over time cease to be commercially viable as mail volumes continue to decline and we have therefore confirmed our decision to progressively stream mail into our parcel network to create a sustainable and cost-effective service through one network.”

“This decision means that there will be significant job losses in existing mail delivery, processing and support roles. Since this is a long-term plan, no employees are directly affected by the move to one delivery network right now and our focus is on supporting our people with this change.”

“For customers – this means your mail and parcels will eventually be delivered by one person, rather than two separate deliveries made by a Postie and a Courier. There is nothing that New Zealanders need to do differently” says Walsh.

NZ Post is going through a period of transformation, as we continue to respond to the ongoing decline in mail volumes while supporting future growth in e-commerce, as we chart a path towards commercial sustainability.

“Twenty years ago New Zealanders sent over 1 billion mail items in the year, which has decreased dramatically to around 220 million mail items in the current year, and we predict that this will decrease to about 120 million items by 2028. Mail decline isn’t unique to New Zealand. Postal services around the globe are responding to the same changes in communication and are focusing on the challenge of maintaining a service that has high operating costs and very low usage,” says Walsh.

“We need to continue to make hard decisions about our future as we evolve to meet the needs of New Zealanders. We are continuing to invest in growing an unmatched delivery business, while managing a transition to a commercially sustainable mail delivery service as we move toward one network for mail and courier delivery. These are not always easy decisions to make.”

NZ Post is committed to supporting our people through this change using a Just Transition support programme recently signed with the E tĀ union, that will support both those that may be affected by redundancies and those that are impacted by

the change in other ways.

Source: [NZ Post](#)





## La Poste Groupe, the first french company to be SBTi certified in the areas of shipping, logistics and banking

05-04-2024

La Poste Groupe, which has long been committed to fighting global warming, has just had its Zero Net Emissions for 2040 plan certified by the Science Based Targets initiative (SBTi), with the target year representing a decade in advance of the objectives set out in the Paris Agreement. La Poste Groupe is the sole French company certified in the areas of shipping, logistics and banking, and only 6 French companies have been certified with a 2040 objective.

After exceeding the objective of reducing CO2 emissions by 30% two years in advance and by 5 points for the scope of its traditional activities for 2025, compared to 2013, La Poste Groupe is continuing to fight global warming.

They are now committed to reducing greenhouse gas emissions linked to their business<sup>1</sup> and indirect emissions linked to energy<sup>2</sup> by 43.6%; and also to a 25% reduction of indirect emissions linked to stakeholders<sup>3</sup>, in particular suppliers and sub-contractors, by 2030.

In the longer term, the Group is committed to reducing their greenhouse gas emissions by 90% by 2040 in order to achieve Zero Net Emissions 10 years ahead of the limit set out in the Paris Agreement.

The new, SBTi-certified plan involves the subsidiaries of La Poste Groupe: Geopost and La Banque Postale. The commitment is backed by an ambitious transition plan:

- Shipping and logistics: continuing efforts and investment in the reduction of the carbon footprint for the Group's and partners' fleets.
  - Accelerating the electrification of vehicle fleets for the first and last km and developing cargo bikes
  - For long-distance shipping,

continuing to optimise shipping routes and loading plans, and deploying the use of alternative, non-fossil fuels.

- Real estate: implementing the strategic partnership with EDF as part of the joint venture with La Poste Immobilier. Objective: invest 400 million Euros to reduce energy consumption in 10,000 buildings by 20%, and their greenhouse gas emissions by 35%, by 2030.
- Finance: La Banque Postale is committed to using electricity that is 100% produced by renewable sources by 2030, and to achieving its scientifically-determined objectives for 85% of its total financing and investment portfolio by 2030 (home loans, business property loans, energy project financing, corporate shares, bonds and long-term loans).

The Science Based Targets initiative, or SBTi, is an organisation that supports companies through a methodology that is aligned and coherent with the recommendations made by the IPCC (Intergovernmental Panel on Climate Change). To this end, it certifies both public and private company plans to reduce greenhouse gases emissions.

(1): scope 1

(2): scope 2

(3): scope 3: purchases of products and services, energy emissions not included in

scopes 1 and 2, prior shipping of  
merchandise, commuting

(4): reference year: 2021

(5): reference year: 2017

(6): In 2021, La Banque Postale became the

first European bank and one of the first  
financial institutions in the world to have a  
strategy certified by the SBTi.

Source: [La Poste Groupe](#)

## DHL expands parcel delivery offering in Sweden with investment in parcel locker network

02-04-2024

This expansion of DHL's offering aligns with the company's global strategy to strengthen its capacity and capabilities in the e-commerce sector.

DHL will expand its out-of-home delivery network in Sweden by around 1,000 parcel lockers in 2024, utilizing the white-label solution of its partner iBoxen and primarily focusing on metropolitan regions. This expansion of DHL's offering aligns with the company's global strategy to strengthen its capacity and capabilities in the e-commerce sector. The investment in Sweden represents a long-term commitment, with plans to continue electrifying last-mile transportation, digitizing services, expanding the parcel locker network, introducing new services, and boosting brand awareness. These initiatives are aimed at further enhancing the service quality for online buyers and better catering to their shopping and shipping preferences.

"E-commerce is constantly evolving, and at DHL, we are evolving alongside it. As we expand our presence in the Swedish market, we aim to make a lasting impression on consumers. The introduction of a significant number of parcel lockers marks the first step in our efforts to enhance accessibility and provide a stronger offering to e-retailers and consumers. We want to be the natural first choice for shippers and shoppers," says Robert Zander, CEO DHL Freight Sweden & Nordics.

The trend of online shopping remains strong. The number of shipments and online shoppers continues to grow. This is supported by the Swedish Confederation of Transport Enterprises' Parcel Index, which reports a nearly 9% increase in parcel volume in 2023. In Sweden, where service points were traditionally the customers first choice, consumer behavior evolved over the last years and there is a growing demand for different delivery options, with an increasing preference for parcel lockers. The evolving consumer preferences and requirements encompass various factors such as flexibility, price, service level, availability, and sustainability.

"We are addressing the evolving consumer demand for diverse out-of-home solutions through our e-commerce initiative in Sweden. Leveraging our expertise, quality, and local network in both B2B and B2C, along with our comprehensive international offering, we have a solid foundation that allows us to expand our services and ultimately increase customer satisfaction," says Robert Zander, CEO DHL Freight Sweden & Nordics.

Source: [DHL Group](#)

## bpostgroup reinforces its leadership team

29-03-2024

In January bpostgroup announced the creation of a new function of Chief Commercial Officer (CCO) in the bpostgroup Executive Committee, in light of the groups ambition to strengthen its market position as frontrunner in the parcel-size logistics market in Belgium and abroad. The search was started immediately and today Christel Dendas is appointed as CCO.

Christel will start as of the 1st of May 2024 as Chief Commercial Officer. She comes over from Mediawaste in Switzerland, where she was Managing Director. She has more than 20 years of international experience in managing global businesses, in driving growth and transformation strategy and in developing organizations like, a.o. Total, Shell, Jacob Holm & Sons, Procter & Gamble... Christel holds a master degree in Physics and an MBA from ESCP Paris.

Chris Peeters comments: "I am pleased that Christel is joining our team. I am convinced that with Christel's experience and background, we have the strong commercial leader to take our commercial strategy to the next level, and to build a customer centric culture. I look forward to also work with her on reinforcing synergies between the entities

in the group, on creating a superior customer experience and developing new businesses based on customer needs. Together with further digitalization and innovation, these are the key drivers for our successful transformation and growth."

Christel Dendas says: "My decision to join bpostgroup was driven by its high potential as a company and its significant social and environmental impact. I am excited to build on our collective strengths to shape the company's future. In this role, I will bring my passion for innovation and customer-centric strategies. I look forward to working closely with the entire bpostgroup Team to move towards our ambitious goals of transformation and growth."

Source: [bpostgroup](https://bpostgroup.be)

## Australia Post welcomes regulatory changes

15-04-2024

Australia Post today welcomed historic changes to the regulations governing the organisation, with new Prescribed Performance Standards effective from Monday, 15 April 2024. These changes follow the Federal Government's announcement in December last year regarding the first phase of reform to modernise Australia Post.

Australia Post's Letters business has been in unstoppable decline for more than a decade, a trend which has been playing out globally. However, eCommerce continues to grow year-on-year, with 9.5 million Australian households [1] shopping online in 2023. The changes to the regulations establish a platform for Australia Post to build a more financially sustainable business, while still providing stable employment for thousands of team members and delivering for customers.

Australia Post has conducted a national trial of its New Delivery Model, which will be gradually rolled out until the end of 2025. The New Delivery Model sees Posties deliver priority mail, express letters and parcels every day, while standard letters and unaddressed mail will be delivered every second day. This means Posties can deliver more parcels, more often.

Australia Post Chief Executive Officer and Managing Director Paul Graham said: "This is a very significant day in the modernisation of Australia Post and we welcome the new regulations for letter delivery.

"The new regulations will enable Australia Post to focus on what Australians want most; flexible and more reliable parcel deliveries

with enhanced tracking technology and more delivery options.

"Households now receive about two letters per week, and we expect this to halve in the next five years. By contrast, Australians spend about \$64 billion a year shopping online and want reliable parcel deliveries. Australia Post is the vital eCommerce link between those digital stores and the front door of millions of homes.

"Urgent mail, including Express Post, will still be delivered every business day as it always has, and our commitment to the service and support we provide across Australia continues.

"The regulations governing Australia Post had previously required us to focus on everyday letter delivery, even when there were no letters to deliver. This has been contributing to significant financial losses for Australia Post.

"With the strong support of the Federal Government, this is an important first step for Australia Post to address those financial losses by focusing its services on the growing parcel-delivery business and a better experience for our customers."

Under the regulatory changes, the delivery of non-urgent letters will take place every second business day, rather than every business day. The change will be implemented progressively across Australia through to the end of 2025.

Source: [Australia Post](#)

## Correos and Banco Santander launch the service to request cash through posties

17-04-2024

The initiative complements the service offered so far through the bank's app or website, or directly at the Post Office. They will be able to order up to 500 euros that they will receive at homes throughout Spain and by the 30,000 Correos posties.

Correos and Banco Santander take another step forward in the agreement that both entities have maintained since 2021 to guarantee the financial inclusion of all people and from now on, will allow them to request the delivery of cash to their homes through the 6,000 rural posties. This money can be received at homes throughout Spain through the 30,000 posties that Correos has - urban and rural - without the need to have the online banking service or the bank's app to make the request or have to go to the post office, as was the case until now.

This makes it possible to offer a more personalised and close service, through a trusted person and without travelling, something especially valued in the case of elderly people or people with reduced mobility who have difficulty leaving their home. The customer will simply have to indicate to the postman the amount of cash they want to receive at home (up to 500 euros). The postman will verify the applicant's identity through the ID card and mark the request on their mobile device. The application will tell Correos that the person is a customer of the bank and that they have a sufficient balance in their account.

Once the request has been made, the customer will be informed via SMS on the day of delivery of the cash. The postman will take

the requested amount of money to your home address with all the security guarantees in the process of transport and identification of the service requester.

In addition, the Correos Cash service offers the possibility of withdrawing and depositing cash at the more than 4,600 Correos customer service points. To be able to carry out this type of operation from any post office, it is only necessary to identify yourself with your ID card and have a bank card from the entity that completes the identification process. The operation is free of charge for the bank's customers in those Post Offices located in locations where the bank is not present (with a limit of two operations per month).

Banco Santander has a direct physical presence through its branches and agents in 21% of Spain's municipalities, comprising 88% of the population. Through Correos, the financial institution is present in 46% of Spanish municipalities, covering 97% of the population. Santander was the first bank in Spain to commit to bringing basic financial services closer in alliance with Correos and now it is taking another step forward in this commitment, offering an additional physical service, close and non-digital, adapted to the elderly, people with reduced mobility or accessibility difficulties or simply anyone who prefers this service for convenience.

In this way, Correos and Banco Santander contribute to guaranteeing financial inclusion in Spain and access to basic financial services for all.

Source: [Correos](#)

## Belgian NRA submits to consultation its draft strategic plan for the 2024-2026 period

26-03-2024

### MAIN INITIATIVES OF THE BIPT FOR 2024-2026

#### a. Competition and market development Sustainability indicators

A change in postal regulations made an addition to the reporting obligations of (larger) postal operators. As a consequence, postal operators with more than 250 workers active in the provision of parcel delivery services must provide the BIPT with certain statistics on ecological sustainability annually. This reporting obligation has 3 objectives:

1. Provide accurate information to users on the environmental impact of the different package delivery methods offered;
2. Provide current information to the BIPT and the public authorities to monitor the evolution of the issue;
3. Highlight existing initiatives, encourage the dissemination of good practices among postal service providers and position Belgium as an example among Member States. To this end, the BIPT will define, in collaboration with a consultant and in consultation with the sector, a methodology to which postal operators' measurement systems will have to be aligned. The BIPT will also examine the statistics provided on a regular basis through spot audits to ensure comparability between postal operators.

#### E-commerce / innovation study

The emergence of e-commerce has disrupted

the postal market. In order to monitor the development of ecommerce in Belgium, and more specifically the parcel market, the BIPT regularly publishes a study on ecommerce. The aim of this type of study is to identify obstacles to the growth of e-commerce from the point of view of parcel distribution.

#### Tariffs

Every year, the BIPT has to adopt an ex-ante decision on single-piece rates concerning bpost's small user basket. Single-piece rates are tariffs for products designed for private users (or business users who would not benefit from discount rates for the deposit of bulk products). These single-piece rates do not vary according to the volume deposited or the preparation of postal items. This verification is carried out in accordance with Article 18 of the Act of 26 January 2018.

Since 2020, the BIPT has had to approve the tariffs for small users each year. As already stated in its Opinion of 19 October 2017, the BIPT considers, however, that the new price cap formula of 2018, as set out in the Postal Act, is not appropriate to ensure effective control of the principle of cost orientation. Volume changes, which are the basis of the price cap formula, are only indirectly linked to costs. It is also questionable whether this formula can adequately check the affordability of tariffs, given the large gap between inflation and the tariff increase applied by bpost since 2018 and the increase requested for 2024.

The BIPT will continue to aim for the harmonisation of postal tariff legislation with European legislation and will also finalise the



ongoing comparative tariff study (in a European context). Also related to competition and market development, initiatives concerning bpost's analytical accounting and SoPlaFi legislation are presented below in the "Controls" section, which concern them more specifically. The BIPT also contributes to the reflections carried out by the European Commission and the ERGP on the evolution of the future regulatory framework that should be implemented in the long term.

## **b. User interests**

### **Price study and tariff simulator – Consumer Empowerment**

The large price increases for bpost's postal products focused on small users were already raising questions with the BIPT before the entry into force of the current Postal Act. The current price study stems from this concern and aims to develop an in-depth comparative price study at European level, including a regression analysis, in order to be able to correctly define the height of Belgian tariffs. This study will be finalised in early 2024.

The BIPT's online tool [www.postalpoint.be](http://www.postalpoint.be), enabling users to search for any postal service points, was extended end 2023 to include a new tool for comparing basic 2 kg parcel tariffs. The tool includes all information on the tariffs to send parcels in Belgium and to the rest of the EU. In the coming years, this tool will be extended to become a real tariff simulator where small users will be able to find the service that best suits their needs.

### **Consumer study (universal postal service)**

The Postal Act stipulates that the universal service must evolve according to the technical, economic and social environment and the real needs of users. To this end, a consumer study should be regularly carried

out to identify these changing needs, both in terms of letters and parcels.

## **c. Control actions and guidance**

**bpost analytical accounting** Based on the reports drawn up by the Supervisory Board, the BIPT adopts an annual compliance or noncompliance decision concerning bpost's analytical accounting. This requirement for separate accounts between services and products forming part of the universal service and those not forming part of it aims at transparency of the actual costs of these two categories of products and services, and this to prevent crosssubsidies from adversely affecting the competitive conditions in the universal service segment (cf. Recital 28 of Directive 97/67 and Recital 41 of Directive 2008/6). Since 2020, the BIPT has adopted decisions on bpost's analytical accounting in 2017, 2018, 2019, 2020, 2021 and finally 2022. Regarding 2017, this was, as for 2016, a decision of non-compliance due to the non-acceptance of the reallocation of the additional costs of the "legacy" staff and the ombudsman fee. Following adaptations in this respect, compliance decisions have been adopted from the analytical accounting of 2018 to the most recent, in 2022.

For the period from 2024 to 2026, the BIPT, in collaboration with the Supervisory Board, will continue its indepth examination of the analytical accounting. The annual spot check will be extended and deepened.

**SoPlaFi** The Parliament voted an amendment to the Postal Act on improving the working conditions of parcel deliverers. The public authorities thus wish to offer better social protection to couriers (parcel deliverers). They also want to achieve sustainable competition within the parcel delivery service sector (postal service providers). The new provisions in the Postal Act aim to regulate the parcel delivery market, avoid social or commercial



dumping, avoid exploitation of employed or self-employed workers, avoid self-employed deliverers receiving too low a remuneration and avoid undeclared work or any other fraud.

Information for the sector on the new obligations is centralised in consultation with all the public services concerned (ONSS, BIPT, FPS Economy, Social Security Self-employed Entrepreneurs, ELSD) on the website [www.belparcel.be](http://www.belparcel.be).

Players concerned will have to submit a notification via this online platform. The BIPT will ensure that the operators' notifications take place correctly and completely and will publish a list on the BIPT website indicating the notified providers. The notified providers will also have to report on their distribution activities on a semi-annual basis via the same platform. The BIPT will then send an annual report to the Minister on the basis of these reports.

#### Relations with platforms

The Belgian parcel market is growing fast, driven by domestic and cross-border e-commerce parcels and characterised by the recent market introductions of B2C delivery companies. The increase in the use of integrated platforms, the development of omni-channel possibilities and the emergence

of vertical or specialised marketplaces are important emerging trends in the digitisation of B2B sales. New players have also emerged on the market that are closely linked to e-commerce platforms, such as vertically integrated online marketplaces that facilitate the "digital" side of online sales (including payment support and other aspects) as well as the execution and physical delivery of online orders.

The BIPT has previously monitored legal and economic developments, in particular in application of the crossborder regulation, although the new Postal Act now brings these players within the scope of the sectoral postal regulation (Postal Act) in all its aspects.

The BIPT will continue to closely monitor developments in the Belgian parcel market from the C2C, B2C and B2B segments, and indicators that reproduce the dependence of operators. The collection of economic data is important for the BIPT and the competition authorities in order to be able to identify cases of possible abuse of a dominant position. In this regard, the BIPT will work on a selection of additional indicators to better understand the dynamics stimulated by e-commerce (definition of appropriate market segments) and the resilience of the sector (increased concentration of demand).

Source: [BIPT](#)

## Poșta Română announces has reached an agreement with the Romanian Postal Workers Union

02-04-2024

The National Company "Poșta Română" announces that it has reached an agreement with the Romanian Postal Workers Union for the signing of a new Collective Labor Agreement. Thus, the SLPR assumed the termination of the general strike as soon as the CCM will be registered with the Territorial Labor Inspectorate of the Municipality of Bucharest. All employees who took part in the collective labor dispute will then resume their duties.

The National Company "Poșta Română" announces the measures taken together with the SLPR union leaders following today's negotiations, as follows:  
employees of the National Company "Poșta Română" will benefit from a salary increase in two stages:

- the increase of the minimum salary in the National Company "Romanian Post" to 3,700 lei gross, starting on July 1, 2024;
- an increase in income in the amount of 420 lei gross (basic salary + loyalty bonus), on average, starting September 1, 2024;

Regarding the general strike launched by the Romanian Postal Workers Union on April 1, 2024, the National Company "Poșta Română" makes the following statements:

- the maximum number of employees on strike represented 20% of the Company's employees;
- people on strike will not receive the salary related to the days they were on strike, according to art. 160, para. (1)

from Law no. 367/2022 of social dialogue;

- approximately 70% of the social rights (pensions) that were scheduled for delivery on April 1, 2024 were distributed to the beneficiaries, given that, in the first part of the day, in some units, the activity was hampered by the refusal of the employees in strike to hand over management to staff delegated to distribute social rights or to employees who did not join the general strike;
- the activity of the Romanian Post was carried out under normal conditions, from the early hours of the morning, in the overwhelming majority of the country's counties, including in the largest structure of the company - the Bucharest Post Office, just like in the other regional hubs. In the units where the activity was affected by the collective labor conflict, the staff was supplemented with employees from other units who did not participate in the strike;
- the distribution of social rights (pensions) started yesterday, April 1, according to the usual calendar and will end by April 15, within the deadline agreed with the Ministry of Labour;

We note that there were no incidents that escalated the situation generated by the general strike. As a preventive measure, the management of the National Company "Poșta Română" requested the presence of representatives of the Romanian Police and the Gendarmerie where the employees who wanted to work were prevented by the

strikers from doing so.

Source: [Romanian Post](#)



## Parcel traffic increased 8.2% in Portugal in 2023, according to NRA

03-04-2024

Correspondence made up around 71.5% of this postal traffic, editorial mail made up 7.2% and direct mail 7.1%. Parcels represented 14.2% of total traffic, an increase of 1.7 percentage points versus 2022.

Compared to the same period of 2022, direct mail, editorial mail and correspondence traffic fell by 9.1%, 6.7% and 6.5% respectively, while parcel traffic increased by 8.2%.

Average revenue per item increased from the previous year (+6.7%), maintaining the growth trend that emerged in 2018. Over the year, the increase in revenues resulted mainly from growth in unit revenue from correspondence, driven by the price increases applied by CTT on 01 March 2023, and from a shift in traffic structure towards postage parcels (+1.7 percentage points in terms of traffic and +2.2 percentage points in terms of revenues).

Postal services within the scope of the Universal Service made up 78.8% of traffic and 49.4% of revenue. Compared to 2022, Universal Service traffic fell by 6.3% and decreased by 1.2 percentage points as a proportion of total traffic. Meanwhile, universal service revenues increased by 0.3% and shrank by 0.6 percentage points as a proportion of total revenues.

Grupo CTT reported a share of around 83.3% of postal traffic, 1.8 percentage points less than in 2022. With regard to traffic covered by the universal service, Grupo CTT reported a share of around 90.0%, declining 0.4 percentage points from the previous year. Meanwhile, Grupo CTT's share of parcel traffic was reported at 46.8% (-0.8 percentage points versus the previous year).

In 2023, there were around 15.2 thousand people employed in the operation of postal services (+4.5% compared to the end of 2022). The number of employees at Grupo CTT increased by 3.9% while the number of employees at other providers increased by 6.1%. At the end of the period, the proportion of Grupo CTT staff reached 70.8% of total staff (-0.4 percentage points versus the previous year).

The number of network access points increased by 16.2% from the previous year, while the number of distribution centres increased by 0.2%.

The number of CTT post offices was unchanged from the previous year, while the number of postal service offices increased by 0.2% with the addition of four offices compared to 2022.

Source: [ANACOM](#)

## PPP and bpost reach agreement to avoid litigation

18-04-2024

In the context of PPP's claim brought against bpost in January regarding bpost's use of the subsidies granted by the State for the distribution of newspapers, in particular for the period between 1 January and 30 June 2024, PPP and bpost have reached an agreement.

bpost will pay PPP an agreed amount, which was determined according to the procedural costs. In this way, both parties wish to avoid lengthy and costly legal proceedings.

Moreover, both parties wish to devote their

energy to the development of their activities and especially to the negotiations with the publishers on the conditions for the distribution of newspapers and magazines as from 1 July 2024.

Source: [bpost](#)



# Poste Italiane: proposal of authorisation for the purchase and disposal of treasury shares and call of the Shareholders' Meeting

18-04-2024

The Board of Directors of Poste Italiane S.p.A., that met today under the chairmanship of Silvia Maria Rovere, resolved to submit to the Ordinary and Extraordinary Shareholders' Meeting called for 31 May 2024 a proposal to authorize the purchase and subsequent disposal of treasury shares.

The Board of Directors of Poste Italiane S.p.A. ("Poste Italiane" or the "Company"), that met today under the chairmanship of Silvia Maria Rovere, resolved to submit to the Ordinary and Extraordinary Shareholders' Meeting called for 31 May 2024 a proposal to authorize the purchase and subsequent disposal of treasury shares up to a maximum of n. 3.5 million ordinary shares, representing about 0.27% of the share capital, and a total financial commitment of up to 56 million euros ("Buyback Plan").

The Buyback Plan submitted for the approval of the Ordinary Shareholders' Meeting is intended to fulfil the obligations arising from the variable remuneration, to be paid in Poste Italiane shares, to directors or employees of the Poste Italiane Group. More specifically, the treasury shares will be used in the "Incentives Plans", i.e.: (i) the long-term incentives plan, "ILT Performance Share 2024-2026", and (ii) the short-term incentive plan 2024, based on financial instruments, for the most relevant personnel of BancoPosta Ring-Fenced Capital. Should there be remaining treasury shares, once the allocation provided for under the incentives plans has been completed, those shares may be disposed of in accordance with the terms and conditions set out, from time to time, by the Board of Directors or by those authorized by it, without prejudice to compliance with the

limits provided for under any applicable legislation.

The acquisition of treasury shares will be permitted for 18 months from the date of the Shareholders' Meeting's authorization resolution. No time limit has been set for the disposal of the treasury shares purchased.

The purchase of treasury shares will be carried out at a price to be specified on a case-by-case basis, taking into account the procedure selected to carry out the transaction, current legislation and in particular the conditions to trading set out under Article 3 of Regulation (EU) 2016/1052 implementing Regulation (EU) 596/2014, where applicable. In particular, pursuant to article 3 of Regulation 1052, the acquisitions may be made against a consideration that is not higher than the highest price between the price of the last independent trade and the highest current independent purchase bid price on the trading venues where the purchase is carried out. Furthermore, for further precaution, such price shall not diverge up or down by more than 10% of the reference price recorded on the Mercato Telematico Azionario, organized and operated by Borsa Italiana S.p.A., on the day prior to each individual transaction. The sale or other forms of disposition of treasury shares will take place in line with the terms and conditions from time to time determined by

the Board of Directors in accordance with current legislation.

In any case, the purchase of treasury shares shall be carried out ensuring the equal treatment among Shareholders, according to the modalities established by Consob within the ambit of Article 144-bis, paragraph 1, of the Consob Issuers Regulation. Purchase transactions may also adopt the procedures envisaged under current legislation or the conditions specified in Article 5 of Regulation

(EU) no. 596/2014.

Finally, Poste Italiane currently owns 10,675,798 treasury shares in portfolio – which were acquired (i) in February 2019, (ii) in the period between 30 May 2022 and 13 June 2022, and (iii) in the period between 10 and 31 May 2023 – whose purpose was to fulfil the obligations deriving from the incentives plans already assigned.

Source: [Poste Italiane](#)

## PostNL shareholders adopt 2023 financial statements and approve all resolutions

16-04-2024

Today, the Annual General Meeting of Shareholders (AGM) adopted PostNL NV's 2023 financial statements and approved the dividend proposal of €0.09 per share over 2023. Ad Melkert and Jeroen Hoencamp have been reappointed as member of the Supervisory Board for a period of four years. Furthermore the reappointment of KPMG as auditor of PostNL for the years 2025 and 2026 has been approved, and the new remuneration policies for the Board of Management and Supervisory Board have been adopted.

In addition, the AGM adopted the following resolutions:

- To discharge the members of PostNL's Board of Management and Supervisory Board from liability in respect of their actions for the financial year 2023 insofar as these are apparent from the 2023 financial statements or communicated to the AGM.
- Positive advice regarding the remuneration report as included in the Annual Report 2023.
- To designate the Board of Management as the body authorised to issue ordinary shares until 16 October 2025. This authority will be limited to a maximum of 10% of issued capital.
- To designate the Board of Management as

the body authorised to restrict or exclude pre-emption rights in the event of an issue of ordinary shares until 16 October 2025. This authority will be limited to a maximum of 10% of issued capital.

- To authorise the Board of Management to buy back PostNL shares until 16 October 2025. This authority will be limited to a maximum of 10% of issued capital.
- To approve the proposal to reduce the issued share capital by cancellation of ordinary shares held by PostNL.
- The relevant documents, including the presentation, resolutions and voting results, will be made available on PostNL's website in the next few days.

Source: [PostNL](https://www.postnl.nl)



## Posti starts change negotiations concerning delivery services in eCommerce and Delivery Services -business group: aiming for a flexible and more efficient transportation network

18-04-2024

Posti plans to reform the corporate delivery services of its eCommerce and Delivery Services business group. Our customers expect continuously improving services and excellent cost-efficiency. We need to streamline and reorganize our operations to ensure a flexible and more efficient transportation network.

The weak economic cycle has for the time being contributed to a significant decline in the overall volume of shipments transported. A flexible production structure is essential if we are to operate efficiently.

"The general economic outlook and the downward trend in transportation volumes confirm the need for a comprehensive renewal of our transportation network. This will also require a review of current operating models and work tasks, and we will have to start change negotiations. We will do our best to support our personnel in this challenging change situation," says Ari Olli, responsible for corporate and delivery services in Posti's eCommerce and Delivery Services business group.

The planned restructuring has no impact on our customers or our services: all shipments are and will continue to be delivered as agreed.

### Impact of the planned changes

Today, April 18, Posti has invited employee representatives to change negotiations

concerning employees working in the transportation and terminal operations in Posti Kuljetus Oy. The need for the change negotiations is based on reduced customer demand, not on other external factors such as, for example, the labor market situation.

It is estimated that the planned changes, if implemented, could lead to a reduction of up to 295 jobs. The change negotiations concern altogether 1,319 persons. Decisions on the possible impact on personnel will be taken once the negotiations have been completed. The planned changes will be implemented to minimize the number of redundancies. We will support our personnel by seeking for example possible voluntary solutions and providing training. In addition, financial support is available through Posti's own program.

Postal Services business and Transval's warehousing and in-house logistics services are not affected by the change negotiations. Posti employs around 15 000 people in Finland

Source: [Posti](#)

## DHL Group expands GoHelp program to Europe and trains Disaster Response Team at Istanbul International Airport

19-04-2024

In partnership with the United Nations, DHL Group volunteers its logistics expertise and global network to help provide global relief efforts in disaster areas since 2005. Now, DHL Group expands its GoHelp program to Europe due to a growing number of catastrophes in recent times. With the launch of GoHelp Europe, the program now covers all global disaster hotspots. At Istanbul International Airport in Turkey, the first training for a Disaster Response Team (DRT) in Europe is held from April 19-21, attended by 50 employees. GoHelp is divided into disaster response and disaster preparedness: The DRTs deploy to airports in need when called upon by the United Nations Office for the Coordination of Humanitarian Affairs. The Get Airports Ready for Disaster program collaborates with the United Nations Development Program to prepare airport personnel and local disaster management organizations to better manage incoming relief goods.

"Europe has been facing an increasing number of climate-related crises, like the floods in Germany and Belgium in 2021. On top of this we witnessed terrible earthquakes in Turkey and Morocco last year", says Christoph Selig, Vice President Sustainability Communications and Programs at DHL Group. "Recognizing this, we're extending GoHelp's reach and impact to Europe after a successful implementation over the past 15 years in Latin America, Asia Pacific, Middle East and Africa region. This expansion reflects our commitment to contributing our core logistics expertise to support those affected by disasters, ensuring a more efficient and coordinated disaster response."

DRTs help to optimize logistics procedures and provide timely support at disaster-site airports free of charge within 72 hours. For Europe, the scope of DRT operations may be expanded to beyond airport deployments. The DRT training consists of theoretical and practical sessions. Multiple exercises are included, depending on the region and venue

of the training. The focus lies on optimizing movement sequences and mastering techniques for assembling and disassembling pallets, particularly for airline pallets, locks, and nets. Furthermore, the training covers essential skills such as operating forklifts, as well as effective radio communication for seamless coordination.

On top of that, DHL Group hosts a Global GoHelp Conference in Istanbul (April 22-23). The conference intends to serve as a platform for focused discussions and collaborative initiatives within the humanitarian sector, featuring representatives from the Group's GoHelp program, internal DHL divisional and functional experts, esteemed partners and colleagues from the United Nations, and other organizations. The objective of the conference is to examine the achievements of the GoHelp program, the European launch of GoHelp, and the 15-year milestone of Get Airports Ready for Disaster.

Source: [DHL Group](#)

## Introducing the Albert Jackson Processing Centre: Designed and built for the future of ecommerce

24-04-2024

Located in northeast Toronto, this 585,000 square-foot sorting facility is our largest parcel plant, with nearly eight kilometres of conveyors and the capacity to process more than one million packages a day. It can sort items to more than 300 Canada Post facilities - more than twice as many as our Gateway facility in Mississauga. This critical hub will strengthen our national network to help us deliver the consistent and reliable service you depend on.

### Canada's largest zero-carbon facility

But that's not all. The Albert Jackson Processing Centre is our first net-zero carbon building and leads the way as the largest industrial project in Canada with the Zero Carbon Building Standard designation. It's part of our commitment to help you and your customers make sustainable shipping choices and a key milestone on our path toward net-zero greenhouse gas emissions by 2050.

### Looking ahead while paying respect to the past

While the Albert Jackson Processing Centre was built with the future in mind, its name pays respect to the past. The facility was named after Albert Jackson, who is believed to be the first Black letter carrier in Canada.

Through the Albert Jackson Processing Centre, we're redefining what it means to deliver – and we're just getting started.

Source: [Canada Post](#)

## Australia Post's AFL Collectable Coins reveal the most diehard footy fans

17-04-2024

Hang onto your meat pies because Australia Post, the AFL and the Royal Australian Mint are on the hunt to find this year's most devoted footy fans, releasing another "mint" new range of twenty Collectable Coins to mark the 2024 AFL season.

According to coin data,<sup>1</sup> the Collingwood Magpies topped the coin leaderboard last year against runner-up Richmond, with Pies supporters purchasing almost 9,000 more club coins than Tigers fans, contributing to 20% of all coins sold. Also making their mark were fellow Victorian fans of Carlton and Essendon, with Port Adelaide, West Coast Eagles, Sydney Swans, and Brisbane Lions coins the most popular in their respective states.

After last year's ripper of a season, Australia Post is encouraging fans to throw their support behind their favourite team and top this year's coin leaderboard. A true collector's item, fans can take home their club's uncirculated \$1 coin for \$5 each, and if paying in cash, have a chance at scoring an AFL or AFLW till coin in their change. Aficionados might also be tempted by the full set of eighteen coins with a special Collector's folder for \$45, with a 1 in 10 chance of finding limited-edition coloured coins in their purchase.

Australia Post Executive General Manager Retail Josh Bannister said that after a hugely successful collection last year, Australia Post is anticipating another enthusiastic response from fans.

"Last year we partnered with the AFL, AFLW and the Royal Australian Mint for the first-ever AFL Collectable Coin range. We are thrilled that after a sold-out collection last

year, we are bringing back another AFL Collectable Coin range to commemorate the 2024 season.

"Australia Post is proud to support a country of truly loyal sporting fans and are encouraging AFL fans to throw their support behind their team and take home a valuable piece of memorabilia. We're excited to see which team and fanbase comes out on top this year," he said.

Royal Australian Mint CEO, Leigh Gordon said the Australian Football League holds an important place in Australia's heritage and identity.

"At its heart, Aussie Rules is a community-based sport played by thousands right across the country. The AFL has established a passionate and dedicated following in Australia, the code brings people together and embodies strength, skill and stamina, and community spirit.

"The Mint's iconic storytelling provides a strong opportunity to develop a coin experience that builds on the regional sporting affiliations of Australians and our collective passion for football – the emotional bond between the game, the teams and the fans," Mr Gordon said.

The 2024 AFL Collectable Coin range is now available at participating Post Offices across the country or online at

[www.auspost.com.au/aflcoins](http://www.auspost.com.au/aflcoins). The collection is also one of the last to feature Her Majesty Queen Elizabeth II's Memorial effigy on the coin's observe.

\*The AFL and AFLW till and coloured coins cannot be purchased individually.

Source: [Australia Post](#)



## General meeting of Austrian Post AG

18-04-2024

At today's general meeting of Österreichische Post AG, around 500 shareholders and shareholder representatives exercised their voting rights, 250 of whom were also physically present in the Vienna Stadthalle. A further 713 shareholders took part by postal vote.

All agenda items were approved. The board of directors of Austrian Post presented, among other things, the business development for 2023 and a strategic outlook for the group.

The dividend for the 2023 financial year is EUR 1.78 per share - the payment will be made from May 2, 2024 by credit to the custodian banks - trading ex-dividend will take place from April 26, 2024. **NEW MEMBER**

### OF THE SUPERVISORY BOARD

Felicia Kölliker and Maria Zesch were elected to the Supervisory Board of Austrian Post at

today's Annual General Meeting. Their terms of office run until the end of the 2026 Annual General Meeting, which will decide on discharge for the 2025 financial year. The mandates of Felicia Kölliker and Sigrid Stagl from the 2020 to 2024 term of office have expired.

The CVs of Felicia Kölliker and Maria Zesch are available at [post.at/haupttreffen](https://post.at/haupttreffen). Details and resolution results for the individual agenda items can also be found here.

Source: [Austria Post](https://post.at/haupttreffen)

## Post logistic center Salzburg awarded as family friendly

18-04-2024

The Salzburg logistics center of the Austrian Post AG was recently certified with the state "work and family" seal of quality. The pilot location in Wals-Siezenheim has set itself special goals and taken measures to enable further improvements in professional and family life for the postal workers employed there. The following were implemented:

A buddy system for expectant or maternity leave mothers. The maternity leave buddies provide support and are a contact point for all personnel, legal and personal questions. We regularly have breakfasts together to exchange ideas.

Dedicated discussion times for group leaders, who can now dedicate time and space to their teams for personal concerns every shift. This improves collaboration and communication between each other.

Low-threshold posters show development opportunities and career prospects within the Austrian Post, taking into account different requirements and opportunities in different phases of life. They contribute to a better understanding of your own development opportunities within the company.

The Salzburg logistics center is an example of the ongoing measures that Austrian Post is implementing nationwide as an employer. At the same time, the Vienna post office 1110 was also certified as family-friendly.

Employees are already acting as cultural ambassadors across the country and are spreading these improvements to other parts of the company. Internal media or joint family celebrations at the Post locations provide information about topics relating to the compatibility of work, family and private life. These measures will subsequently be expanded to all operational areas such as logistics centers, post offices and delivery bases.

Source: [Austrian Post](#)