

## 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](#)

## 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](#)

## 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](#)

## 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

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

## 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](https://www.laposte.com/en/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](#)

## 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](#)

## NZ Post to open state of the art sorting centre and international gateway in Auckland

23-04-2024

NZ Post has opened its state-of-the-art processing centre and international gateway in Wiri, Auckland, with domestic parcels now being processed on site using world class technology. International parcels will follow when the Ministry for Primary Industries (MPI) and the New Zealand Customs Service (Customs) move into the site later in 2024.

NZ Post Chief Executive David Walsh says the Auckland Processing Centre (APC) has more capacity than any parcel sorting facility previously seen in New Zealand. "NZ Post is evolving to meet the needs of New Zealanders. This is a generational investment to ensure the ongoing success of NZ Post."

"We are investing to meet the expected long-term growth in domestic and international eCommerce, as we continue to evolve to meet the future needs and growth ambitions of our customers. Our unmatched delivery network will allow NZ Post to manage the transition to a commercially sustainable mail delivery service as we progress our strategy toward a single network for mail and courier delivery."

"Our new 30,000sqm hub of international and national processing will bring together NZ Post, Customs and MPI on one site, continuing our long working relationship with both agencies. The APC is bigger than four rugby fields, and capable of processing more than 30,000 parcels per hour at peak capacity. We've also invested heavily in better technology, which means better accuracy and more visibility of where parcels are in our network, removing manual handling and sorting," says Walsh.

NZ Post General Manager Processing and Automation Marie Watson says the new site will run an automated processing operation for domestic parcels, packets, small packets, international inbound and outbound parcels.

"This site is the third to open under NZ Post's \$200m investment in parcel processing infrastructure, with the Wellington Super Depot and the Southern Operations Centre upgrade both opening in 2022."

"With six sorters on multiple levels, the APC more than doubles our current processing capacity per hour from the previous Auckland Operations Centre – from 13,000 to 30,000 at peak capacity. It's

an impressive multi-story site, and the integration with international product under one roof sets it apart from anything seen before. The APC is a key part of our aim to increase our parcel processing capacity to 190 million items per year by 2033."

"We're proud to continue to work with Customs and MPI and to co-locate with these agencies on site later in 2024. With MPI and Customs also located within APC, parcels will be processed and shipped directly to the airport via our hydrogen truck meaning less handling and transport requirements," says Watson.

Biosecurity New Zealand Deputy Director-General Stuart Anderson says "new screening technology and enhanced processes at the APC for identifying biosecurity threats will reduce the chance of foreign pests and diseases arriving in New Zealand with international parcels and other mail items. The centre will put New Zealand in a strong position to respond to expected rising volumes of international mail and parcels, and changing biosecurity threats in the future."

Customs Deputy Comptroller Operations Bill Perry says "the project initiative, which reaches a key milestone today, enabled both government agencies to work in collaboration with NZ Post for the construction of a purpose-built automated facility. Customs is looking forward to the move, with access to new technology and data tools, which will help enhance our ability to be more effective and efficient when identifying border threats while allowing legitimate mail and parcel items to flow through more quickly."

The APC has been designed with sustainability at its core. Rated a NZGBC five-star Green Star Rating, APC includes equipment built from recycled materials and chutes made from bamboo. Day-to-day practices were also approached with sustainability in mind, with the use of electric forklifts and all of APC's soft-plastic waste to be redistributed for recycling.

Source: [NZ Post](#)

## En route to carbon-free road freight transport: DHL Freight introduces fully electric tractor-trailers from Mercedes-Benz Trucks

23-04-2024

At the beginning of April, DHL Freight put its first fully electric tractor-trailers from Mercedes-Benz Trucks into service. Effective immediately, the eActros 300 vehicles are being deployed for delivery and distribution transport at the Koblenz and Hagen sites. The truck stationed in Hagen makes transport more sustainable on round trips between the DHL branch and the Mercedes-Benz plant in Kassel, a Daimler Truck location. The second eActros 300 truck makes carbon-free deliveries to customers in the Koblenz area. With a maximum weight of 19 metric tons, these are DHL Freight's first heavy battery electric tractor-trailers in Germany. In line with the Group's sustainability strategy, the plan is to increase the share of electric vehicles in the delivery fleet to 60% and that of sustainable fuels within the DHL Group to more than 30%.

"While we always emphasize that decarbonizing transport requires the efforts of all players involved, it is something special when customers themselves supply the technology to reduce greenhouse gas emissions. We are delighted about the partnership with Mercedes-Benz Trucks, which sees both partners taking another step toward attaining their sustainability targets," says Dr. Thomas Vogel, CEO DACH, UK & IE DHL Freight.

The vehicles are eActros 300 tractor-trailers that are each powered by two electric engines with a peak output of up to 400 kW. The trucks have a range of approximately 220 kilometers and, depending on the charging infrastructure, the battery can be recharged from 20% to 80% in about one hour and 15 minutes at a charging capacity of up to 160 kW.

"Our fully electric eActros 300 tractor-trailers are specially designed for regional distribution transport and are already capable of

performing a wide range of conventional truck operations. We are pleased that the eActros 300 is now also helping to make local road freight transport carbon-free in our own site delivery operations," explains Oliver Berger, network strategy and sustainability manager in Inbound Logistics at Mercedes-Benz Trucks.

DHL is testing and implementing various technological solutions as part of its drive towards more sustainable road freight transport, as no drive type so far has conclusively asserted itself, particularly for long distances. In addition to the fully electric tractor-trailers, for example, DHL Freight recently began operating a hydrogen truck from the commercial vehicle maker Paul Nutzfahrzeuge GmbH. The aim is to not just identify the right engine mix, but also influentially drive the transition to more sustainability in industry.

Source: [DHL Group](#)

## Posti strengthens its sustainability know-how with new experts

25-04-2024

Posti has strengthened its sustainability know-how with three new experts. The changing regulatory environment and the rapidly growing need for data collection and reporting, as well as the role of sustainability as part of companies' social position, pose new needs that can now be better met with expertise. In addition, cooperation between Posti's Sustainability and Public Affairs team and the Group's Finance team is further deepening.

Silla Reiman, MSc in Economics, has been appointed Sustainability Specialist and will work specifically on Posti's environmental and climate work. Silla is also involved in the development of both the company's sustainability reporting and the customers' emissions reporting. Silla has previously worked as a sustainability consultant, with a particular focus on emissions accounting and climate targets and roadmaps. In addition, Silla has experience in a number of sustainability reporting frameworks and assurance of sustainability data.

"It is great to be able to contribute in a concrete way to sustainability work in a pioneering company like Posti and in an industry where sustainability work can genuinely create broad impact," says Silla Reiman.

Hanna Kumpulainen, M.Soc.Sc., who has spent the last six months as a sustainability expert trainee at Posti, has been appointed Sustainability Specialist for a fixed term. She will focus in particular on promoting Posti's CSRD roadmap, sustainability and corporate social responsibility reporting and advancing Posti's sustainability objectives in the Baltic operations. In addition, Hanna supports Posti's public affairs and advocacy work. Hanna has previously worked at the Ministry for Foreign Affairs and at the legal department of Nike EMEA headquarters with experience among others in commercial law, contracting and regulatory advocacy.

"Posti is a pioneer in sustainability work and a major Finnish employer with ambitious goals for the climate, people and society.

It is a great pleasure to continue working at Posti at this very exciting time, when sustainability regulation is evolving and the implementation of new requirements is in full swing," says Hanna Kumpulainen.

Hanna Kuusela, MSc in Economics, has been appointed Sustainability Reporting Manager in the Group Finance team. The EU's Corporate Sustainability Reporting Directive (CSRD) introduces new requirements for companies to report on sustainability as part of the Board of Directors Report, with the aim of bringing the quality of information to the same level as financial information. Hanna coordinates the implementation of the related legislation at Group level. Hanna has experience in group accounting at Outokumpu and sustainability consulting at KPMG, as well as in developing sustainability data in the financial sector and in various start-ups.

"Although CSRD is a reporting directive, its aim is to steer finance and thus companies increasingly towards sustainable business. In this work, it is therefore important not only to develop the reporting and quality of sustainability data, but also to make visible the essential issues for which we need to have clear responsibilities, strategy, metrics and targets," says Hanna Kuusela.

Silla Reiman and Hanna Kumpulainen report to Anna Storm, Posti's Director of Sustainability and Corporate Relations. Hanna Kuusela reports to Group Financial Controller Erika Maanpää.

Source: [Posti](#)

## 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](#)



## 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](#)

## Swedish NRA concerned for letter delivery costs and quality of service

23-04-2024

It is becoming more and more expensive to distribute letters. This is shown in the Swedish Post and Telecommunications Board's (PTS) report Swedish postal market 2024. If no changes are made, it may become challenging in the coming years to maintain the universal postal service to a good quality throughout the country.

Today, PTS publishes the report Swedish postal market 2024, which is a review of developments in areas such as competition, service and quality as well as volumes.

### More expensive to deliver letters when volumes drop

This year's report shows that letter volumes continue to decrease. In 2023, close to 1.2 billion letters were distributed. This was a decrease of 12 percent compared to the previous year.

Since 2000, two out of three physical letters have been replaced with digital communication, and PTS estimates that the decline will continue at a rapid pace.

As the volumes decrease, so does the unit cost of distributing letters, within the framework of the universal postal service. And even if Postnord has raised the postage, it is not enough to compensate for the reduced volumes.

- There will be major challenges in providing the universal postal service if nothing is done, says Emma Maraschin, head of the PTS unit for postal issues.

- It is partly about changes in the regulations, such as how quickly the letter must be delivered and how far from the home, but also about the fact that we users may have to pay more for a functioning postal service. It is reasonable that we users pay for what it costs to send a letter in order for the service to maintain a good quality and for the letter to be delivered on time.

### Continued quality issues

The report also shows that Postnord has not lived up to the existing quality requirements. During the year, Postnord delivered 93.1 percent of the letters on time, while the requirement is that at least 95 percent of domestic letters submitted for two-day forwarding before the latest submission deadline must have been delivered within two working days.

2023 was the second year in a row that Postnord did not meet the requirements at the national level.

- It is very serious if people cannot trust the postal service. Even if the circumstances are difficult, the postal operator must cherish its customer promise and ensure that the quality requirements are met to meet the needs of the users. PTS will continue to monitor developments and that Postnord lives up to the requirements, says Emma Maraschin.

[Swedish postal market 2024](#)

Source: [PTS](#)

## 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](#)

## Austrian Post wins excellence benchmark

15-04-2024

Österreichische Post AG was recently awarded first place in the recognized IT Excellence Benchmark in Hamburg. The largest study on the satisfaction of IT users in German-speaking countries has been carried out since 2007. To do this, users are asked about the strengths and weaknesses of the respective IT, after which they are compared with each other. In the years 2019 to 2021, Austrian Post was always in the top three, and after 2019 it was also able to reach first place in 2023.

"Technology is now an essential success criterion for the quality and speed of our services. Swiss Post is a logistics company with a strong focus on technology; we have been investing in our innovative strength and technological capabilities for years. The award with first place in the IT Excellence Benchmark confirms that we are on this path," explains Walter Oblin, Deputy General Director, Board of Directors for Letters & Finance, Österreichische Post AG.

The companies participating in the IT Excellence Benchmark receive a comprehensive overview of the performance of their own IT as part of a survey. This assessment forms the basis for more targeted management and further development. Factors such as communication, willingness to innovate and the equipment of the IT workstations are also taken into account in the evaluation, as is the performance of the IT applications and the entire IT infrastructure. In recent years, the importance of remote and mobile work has also increased.

The benchmark study is based on an average of 10,000 completed interviews per year. It is carried out by CIO Magazine in cooperation with the Technical University of Munich and the Business Group Munich.

### A PIONEER IN DIGITALIZATION AND IT EXCELLENCE

The award with the IT Excellence Benchmark is no coincidence: Austrian Post needs strong IT in order to successfully transport around 4.6 billion items per year. To do this, Swiss Post processes several billion tracking events every year and, in addition to a high proportion of self-developed software, relies on the latest cloud technologies, which are scaled to achieve the fastest possible delivery times and the highest quality.

The focus is on the ever closer networking of the digital and physical world, which makes many services possible in the first place, such as parcel redirection, where parcels are sent via app or shipment tracking on post.at to a postal partner, a postal branch or a post office, depending on your wishes Can be redirected to a self-service pick-up station.

"The most obvious point of contact with our IT services for most Austrians is certainly the postal app, which we developed and programmed ourselves. It combines all the important services on the smartphone, while at the same time it constantly receives new functions. But it's also about something less visible, we're talking about more than 11,000 handhelds for our delivery staff, whose software is developed, maintained and expanded by us ourselves," says Horst Ulrich Mooshandl, Chief Information Officer (CIO), Austrian Post AG.

In Austria alone, the post office uses over 800 IT applications, making it one of the most digitalized companies in the country. Since digitalization and innovative strength are becoming increasingly strategically important for the company, investments in the B2B sector also offer pure IT services: ACL advanced commerce labs supports customers in the digitalization of their trade and offers comprehensive e-commerce solutions, Agile Actors is a Greek service provider for software development and data engineering with customers across Europe.

Austrian Post employs over 1,000 people across the group in the IT sector, making it one of the leading companies in the ATX (Austrian Traded Index) in terms of digital competence.

Source: [Austria Post](#)



## 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](#)

## 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, 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 obverse.

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

Source: [Australia Post](https://www.auspost.com.au/aflcoins)

## 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 Swiss 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](#)

## 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.

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](#)

Looking ahead while paying respect to the past

## 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)

## German e-commerce makes hopeful start to 2024

24-04-2024

E-commerce in Germany has made a hopeful start to this year, with online sales of physical goods stabilising in comparison to last year's heavy drop due to weak consumer spending, according to new figures from the Bevh e-commerce association.

In 2023, revenues from online sales of goods slumped by 11.8% to €79.7 billion from €90.4 billion in the previous year, according to the association's continuous survey of 40,000 Germans (aged 14+) regarding their online spending. This left e-commerce at about 10.2% of total retail sales in Germany compared to 11.8% in 2022.

In the first three months of this year, online sales of goods declined by a further 2.6% to €18.9 billion, compared to €19.4 billion in the first quarter of 2022, according to Bevh figures released earlier this month. In contrast, revenues from digital products such as travel and tickets grew by 14.6% to €2.7 billion.

### Transition year

"The lean period in the retail sector is still continuing, but consumers' willingness to save is slowly being exhausted," commented Martin Groß-Albenhausen, deputy director of Bevh.

"Even though it is still too early to speak of a return to growth, for online retail we are in an important transition year out of the consumption crisis," he underlined.

Source: [CEP-Research](#)

## New CLA for PostNL's mail deliverers signed

24-04-2024

Improved employment conditions and pay increase of 19% minimum

The Hague, the Netherlands, 23 April 2024 – PostNL and the memberships of trade unions BVPP and CNV have signed a new collective labour agreement (CLA) covering some 15,000 mail deliverers. The new CLA runs from 1 January 2024 through 31 December 2025. Mail deliverers are looking at improved employment conditions and a pay rise of at least 19%.

### Rising pay and improved employee benefits

A key element of the new CLA is the new pay structure. This reflects the work experience built up by mail deliverers and the increase in the legal minimum wage. It has five scales: the longer people have been working as mail deliverers, the higher their wages. There will be multiple pay increases in the course of the new CLA, the first of which – the legally required raise of 9.9% – came into force on 1 January 2024, while the last will take effect on 1 July 2025. By that date, pay will have added between 19% and 25% relative to 31 December 2023.

In addition to these pay rises, other agreements include higher pay for 16- and 17-year-olds, an end to youth wages from age 18, a

bonus payment for mentors, higher bike allowances and monthly payment of the holiday allowance for new mail deliverers.

### Future of the postal service in the Netherlands

Maurice Unck, Director of Mail in the Netherlands at PostNL, said: "Mail deliverers play a vital role in our society. The new CLA makes this part-time job more attractive and reflects appreciation for the work our mail deliverers do. The postal service in the Netherlands faces major challenges because of changing consumer needs, declining postal volumes and rising costs. Our responsibility is to strike the right balance between our appreciation for our people and keeping the postal service accessible across the country."

PostNL is doing everything in its power to keep mail accessible, reliable and affordable. On 26 February 2024, it announced it is looking to change from delivering within 24 hours to two days, to reflect changing customer and consumer needs. This will require a change to postal laws for PostNL to be able to further adjust its network and so keep the postal service future-proof and financially healthy.

Source: [PostNL](#)

## FedEx Express and Zonos team up for EU/UK customs transparency

23-04-2024

FedEx Express has teamed up with cross-border tech firm Zonos to help expedite the customs clearance process for UK and EU retailers and eliminate unexpected charges and shipping delays for customers.

The partnership, which aims to significantly enhance the global online shopping experience, will see FedEx leverage Zonos's cross-border technology to create transparency on customs processes and charges. According to FedEx Express, the alliance will enable UK and EU retailers to expand their market reach confidently and easily while ensuring customer satisfaction through timely and transparent delivery processes.

### Automated solutions

Zonos' automated solutions inform shoppers of the total cost of their purchases, allowing them to pay all duties, taxes, and fees at checkout. This approach ensures packages are shipped fully prepaid.

Source: [CEP-Research](#)





## Post opens new parcel logistics center in Vienna

12-04-2024

Austrian Post AG officially opened its new parcel logistics center in Vienna-Inzersdorf today. In a 22,000 m<sup>2</sup> hall, 260 employees in two shifts ensure that over 250,000 packages per day are sorted and delivered to their destination. The investment volume was around 70 million euros. The celebrations took place in the presence of the Mayor of Vienna, Michael Ludwig, and the entire board of Austrian Post AG. The spiritual blessing was given by the Vienna Cathedral priest Toni Faber.

"The opening of the new parcel logistics center in Vienna-Inzersdorf underlines the strength of Vienna as a business location and its role as an important hub for trade and logistics. This center will not only lead to an increase in the efficiency of postal services, but also create new jobs and thus make an important contribution. "This logistics center is proof of Austrian Post's trust in Vienna as a business location and a sign that we are working together to continue to strengthen Vienna's economic engine," said Michael Ludwig, Mayor and Governor of Vienna.

"With the new parcel logistics center in Vienna, we are completing the expansion program of the past few years. We have invested a total of around 500 million euros in order to always be one step ahead of parcel growth. We have not only succeeded in creating a high-performance but also sustainable logistics center. This is proven by a comprehensive green space concept, a green roof and a photovoltaic system with an output of two megawatts peak," says Georg Pölzl, General Director, Austrian Post AG.

"Modern logistics in 2024 has a lot to do with technology. We process thousands of tracking events every day at this location and determine volumes fully automatically. This requires not only personnel, but also IT power. "We are therefore placing an ever greater focus on technology, as this innovative logistics center shows," explains Walter Oblin, Deputy General Director, Board of Directors for Letters & Finance, Österreichische Post AG.

"Our new parcel logistics center is one of the most innovative and efficient locations in Europe! We can now process up to 25,500 packages per hour using a hybrid model consisting of three sorting machines. Autounloaders and roll container tippers support our employees and accelerate processes. With this location we are setting new standards for the entire industry," says Peter Umundum, Board Director for Parcel & Logistics, Österreichische Post AG.

Source: [Austria Post](#)

## Posten Bring hits key locker network milestones in Norway and Sweden

23-04-2024

Postal and logistics group Posten Bring has celebrated hitting two key milestones in the roll out of its locker network in the Nordics, with 6,000 machines now available in Norway and a further 800 installed in Sweden, with more lockers due to be deployed soon.

In Norway, Posten has rolled out 6,000 self-service parcel lockers at 2,000 locations across the country. Today, its parcel lockers can be found from Lindesnes in the south to Longyearbyen in the north, making the group's Norwegian parcel locker network the longest in Europe at 2,300km in distance.

Bring, meanwhile, has deployed 800 parcel boxes in Sweden, with 23 new locations on the cards thanks to a new agreement with real estate firm Wählin Fastigheter.

### The Posten network

Posten deployed its first parcel locker in early 2020 in cooperation with locker manufacturer Swipbox. Since then, both the popularity and usage of the lockers have "exceeded all expectations," said Thomas Støkken, Executive Vice President for e-commerce and logistics at Posten Bring.

Source: [CEP-Research](#)

## Alibaba.com launches SME-focused B2B logistics marketplace in the US

24-04-2024

Chinese B2B e-commerce platform Alibaba.com has announced the launch of its new Logistics Marketplace in the US, which has been developed to reshape how SMEs manage their supply chain strategies.

The marketplace provides SMEs with access to pre-vetted affordable and customizable logistics services to streamline their supply chains and gain global reach with greater ease, Alibaba noted.

The platform, which offers support for online logistics orders to 46 markets, also enables SMEs to identify solutions tailored to their individual logistics demands and enables them to navigate the global marketplace with fewer of the traditional hurdles.

### **"Streamlined access"**

"With the launch of the Alibaba.com Logistics Marketplace for US buyers, we've transformed a previously lengthy, complicated process, streamlining access to a marketplace of pre-vetted logistics service providers," said Yikun Shao, Head of Supply Chain for Alibaba.com's North America business.

Source: [CEP-Research](#)

## **bpost has entered into an agreement with Flemish newspaper publishers on the delivery of newspapers from 1 July 2024. For the distribution of periodicals, bpost launches a commercial offering**

26-04-2024

Thanks to this agreement bpost is able to safeguard the jobs of its employees on open ended contracts in Flanders. Discussions with French-speaking publishers continue. In addition, bpost presented its new magazine offer to BIPT/IBPT this month.

On 12 December last, the government decided to end the concession for newspaper and magazine deliveries, introducing a six-month transition period between 1 January and 30 June 2024. Following this announcement bpost has worked hard to develop a new commercial service offer for newspaper and magazine deliveries from 1 July. The company entered into discussions with publishers with the aim of proposing an attractive, high-quality service while retaining the highest possible volume.

Today, Flemish publishers and bpost reached an agreement on further cooperation in the coming years. This agreement allows bpost to avoid a social shock and achieve a soft transition to a different distribution model from 2025.

bpost has made every effort to convince the publishers with a competitive offer for the provision of a high-quality service. Concretely, this means that bpost plans a gradual transfer of newspaper volumes to its subsidiary AMP as of 2025. AMP will work with subcontractors employing permanent staff for the distribution of newspapers. The agreement covers a volume equivalent to +/- 75% of the current volume delivered by bpost.

bpost services will also have to be gradually adapted to the continual reduction of newspaper and mail volumes. The reduction of these volumes, which cannot be completely offset by increasing parcel volumes, shows that bpost needs to increasingly adapt to the current context. This is essential for the continuity of the Belgian business and to avoid social consequences going forward.

These two measures mean that bpost is able to safeguard the jobs

of employees on open ended contracts in Flanders.

Discussions continue with French-speaking newspaper publishers. Here again, the aims are to retain the highest possible newspaper volume, avoid social consequences and safeguard the jobs of employees on open ended contracts.

### **New service offer for magazine deliveries**

In order to meet the diverse requirements of the various organizations issuing periodicals (including commercial companies and NGOs), bpost has developed a new delivery service offer, that is in line with the universal postal service obligations and that takes into account the needs of the customers. The goal of the new service offer is to safeguard the continuity of the business, with due consideration for the specifics of the Belgian media landscape.

Customer visits have already been scheduled from earlier this week. The offer will be available online on the bpost website early May.

Chris Peeters, CEO bpostgroup: "Our goal was to find the right balance between safeguarding the continuity and high quality of the service, on the one hand, and meeting the price expectations of publishers, on the other. This agreement provides a clear solution for the editors and colleagues in Flanders. Discussions continue with French-speaking publishers to also reach an agreement with them."

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

## IPC certifies Barcelona- Office of Exchange

25-04-2024

On 25 April 2024, IPC CEO, Holger Winklbauer, handed over an IPC Certificate of Excellence in the management and processing of international priority products to Olga García, Correos Chief Operations Officer for the Office of Exchange at the Josep Tarradellas Barcelona-El Prat airport, which now holds a Certificate of Excellence until February 2027.

The IPC Certification of Excellence in the Management and Processing of International Priority Products has already existed for almost 25 years, becoming an essential instrument to measure the quality of the international postal service. Today, we have a total of 29 offices of exchange with a valid Certificate of Excellence.

