

Posti Group 1-9/2021: Solid improvement of profitability, despite continued market changes

27-10-2021

Posti Group Corporation Interim Report January-September 2021 Unless otherwise stated, the figures in brackets refer to the corresponding period in the previous year.

Outlook remains unchanged. In 2021, Posti is expecting its net sales to increase from the previous year, excluding possible new acquisitions and divestments. The Group's adjusted EBITDA in 2021 is expected to remain at the previous year's level. In 2020, Posti's net sales were EUR 1,613.6 million and adjusted EBITDA was EUR 186.5 million.

The fast pace of the global economic recovery makes the macro-economic outlook difficult to predict, which continues to cause some uncertainty in Posti's outlook.

The Group's business is characterized by seasonality. Net sales and operating result in the segments are not accrued evenly over the year. In Postal Services and consumer parcels, the first and fourth quarters are typically strong, while the second and third quarters are weaker. The postal service volume decline is expected to continue.

Turkka Kuusisto, President and CEO

Once again, I am happy to say that Posti continued to grow in January-September: our net sales grew by 2.7% to EUR 1,189.1 million and our adjusted EBITDA grew to 11.6%. The continuing customer demand for parcel and logistics drew our net sales growth. The parcel volumes in Finland and Baltics grew by 15% in January-September. The high season in logistics continued in the beginning of the third quarter and overall volumes were at a high level.

In the third quarter, net sales grew by 1.9%. However, the adjusted EBITDA decreased because of the changes in our operating environment, such as the poor availability of workforce, and the VAT reform, which reduced shipment volumes from outside the EU. An exception to this was Freight Services, which improved its profitability with outstanding performance.

With the increasing volumes of our parcel and logistics businesses, we are in constant need of new employees. Currently, we have hundreds of open vacancies. Due to the lack of workforce, we need to continue extra measures to ensure smooth operations for our customers. We are continuously trying to find ways to address the issues brought about by the changing operating environment. In September, we started the operations of our Group-wide change unit. While we currently have many open positions in our growth businesses, the amount of work in Postal Services is decreasing. With the unit, we aim to find solutions for this employment mismatch and to responsibly manage the constantly changing situation.

One of the most important milestones for 2021 and the coming years was reached during the summer, when Service Sector Employers PALTA and the Finnish Post and Logistics Union PAU reached a multi-year collective agreement for the mail communications and logistics industry as well as a collective agreement applicable to the parcel sorters of Posti Palvelut Oy. The agreement was reached well ahead of schedule, and I thank the negotiating parties once again. The changes in the postal industry continue and managing to find a shared direction is a remarkable step towards a controlled and responsible change.

The postal industry transformation requires cooperation from all parties, including the regulator. We welcome the proposals by the Ministry of Transport and Communications on renewing the Postal Act and introducing a fixed-term State aid for newspaper delivery. Updates to the postal regulation are imperative to meet the customer needs of an evolving market, and the need for the reform is urgent. The updates should come into effect in 2022 at the latest.

The growth of eCommerce does not show signs of slowing down. According to our online shopping survey published earlier this month, nearly 70% of Finnish online shoppers expect to continue online shopping at current levels, and up to 16% are planning to significantly increase their online purchases. This demonstrates the potential we have in eCommerce. At the same time, we need to answer the increasing customer demand for faster, accurate and sustainable services, in line with our revised strategy.

Sustainability is at the core of our strategy, and I am very pleased that the long-term, systematic climate work we have been doing for decades has now been

recognized on a global level. Earlier this month, Posti was awarded as the winner in the carbon reduction category of the World Sustainability Awards 2021. The seven finalists included companies such as Heineken and Bayer.

The busiest season of Posti is upon us and once again we are expecting record-breaking parcel traffic for the rest of the year. I want to already thank our people, the Christmas makers, who enable the success of this season. We at Posti have a great responsibility in ensuring a successful season for our customers.

Source: [Posti](#)



IPC 2021 Cross-Border E-Commerce Shopper Survey conducted in 40 countries across the world

27-10-2021

Field work for the 2021 IPC Cross-Border E-Commerce Shopper Survey has now been completed with over 32,000 respondents in 40 countries. Peru was included for the first time in the survey. The survey was conducted in 26 different languages.

In its sixth edition, the IPC Cross-Border E-Commerce Shopper Survey is the first survey to focus on cross-border e-commerce and became a well-recognised source of information on latest trends in online cross-border e-commerce trends. The survey targets frequent cross-border online shoppers, who have bought physical goods online at least once in the last three months and have made a cross-border online purchase in the past year.

For the 2021 edition, the IPC Cross-Border E-Commerce Shopper Survey will also include some findings on how customs changes in Europe, and especially Brexit and the EU's VAT change, impacted cross-border e-commerce. The survey will also reveal how satisfied consumers are with the complaint handling.

The IPC Cross-Border E-Commerce Shopper Survey 2021 took place in the following countries: Argentina, Austria, Australia, Belgium, Canada, Chile, China, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, India, Italy, Japan, Latvia, Lithuania, Luxembourg, Mexico, the Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Russia, Slovenia, South Korea, Spain, Sweden, Switzerland, the United Kingdom and the United States.

The public report will be released in early 2022.

[Read more about the IPC Cross-Border E-Commerce Shopper Survey here](#)



Posti's survey: Black Friday is the most well-known and popular shopping day at the end of the year; one in four Finns starts buying Christmas presents then

10-11-2021

Singles' Day, Black Friday and Cyber Monday are gradually establishing their status as the end-of-year shopping days. Black Friday and Cyber Monday, which are popular shopping days in the United States, have also changed the spending behavior of Finnish Christmas shoppers. These shopping days are shown as spikes in the sales figures, especially in the online sale. According to Posti's survey, Black Friday is the best-known and most popular of these shopping days in Finland. The survey was conducted at the end of October, and more than one thousand Finns took part.

"The Christmas season is the busiest time of the year for Posti. These new shopping days clearly show that buying Christmas presents starts earlier every year. Due to the exceptional COVID-19 period, Christmas shopping has been increasingly carried out online, and the Black Friday campaigns were especially popular last year. This is proven by the latest survey: Black Friday is familiar to us Finns – we shop a lot then, especially in online stores," says Tommi Kässi, Vice President, Large Domestic Customers, Parcel and eCommerce at Posti.

Black Friday is the best known in Finland: nearly everyone knows it

Black Friday was invented in the United States and this year it will be celebrated on Friday, November 26. Globally, China-based Singles' Day is the most popular, and it has become the biggest online shopping day in the world. Singles' Day is celebrated on Thursday, November 11. Cyber Monday is an online store discount day invented in 2005, and celebrated this year on Monday, November 29.

In Finland, the most well-known seasonal shopping day is, by far, Black Friday: Of all the survey respondents, 94% said that they have shopped on that day or know the day by name. A total of 97% of women and 91% of men knew the Black Friday at least by name. Approximately half of the respondents (52%) knew Cyber Monday and Singles' Day (46%) by name.

Black Friday draws Finns to stores: 30% of Finns said that they bought several things on Black Friday last year. This was felt also at Posti: a record-

breaking number of parcels was delivered during Black Friday week; a total of 1.5 million parcels. Eight per cent of the respondents shopped on Cyber Monday and four per cent on Singles' Day. Black Friday deals attracted especially shoppers aged 18–24 years (42%) and aged 35–44 years (42%). Cyber Monday was received more evenly among different age groups: the most frequent shoppers were found in age groups 18–24 (14%), 25–34 (13%) and 35–44 (16%). On Singles' Day, only some purchases were made throughout different age groups.

Black Friday offers launch the Christmas shopping period

Seasonal shopping days raised interest in advance, and especially Black Friday increased purchase intentions: nearly half of the respondents (44%) said that they will familiarize themselves with the advance offers already before the shopping day. Of all the respondents, 12% and 7% said that they will familiarize themselves with the advance offers of Cyber Monday and Singles' Day.

Purchase intentions were allocated similarly: 20% planned shopping for Black Friday, 5% for Cyber Monday and 2% for Singles' Day. Black Friday offers draw the attention especially of shoppers aged 18–24, of whom 35% said that they will take up the shopping day offers. Of age group 55–64, 60% said that they will not buy anything on the seasonal shopping days. Offers were used to buy things for the shoppers themselves as well as for their close ones: approximately one quarter (26%) of the respondents started to buy Christmas presents on Black Friday, especially among age group 18–24 (38%) and women (29%).



The shopping days guide to online stores

The shopping days, particularly Black Friday, focus on online shopping. Nearly half of the respondents (45%) said that they will mainly make online store purchases on Black Friday, Cyber Monday and Singles' Day. The younger the respondent, the more likely it is that they will engage in the online shopping: 70% of 18–24 year-olds said that they will emphasize online shopping on the shopping days.

The impact of the COVID-19 pandemic on online

shopping was particularly visible among women and young people: approximately every fourth (24%) woman and every third (30%) young person aged 18–24 said that COVID-19 has permanently changed their online shopping. Nearly one quarter (23%) of the respondents aged 65 or more said that they do not shop online.

The survey commissioned by Posti was conducted by IROResearch Oy's national consumer panel on October 19–27, 2021 with a total of 1,000 respondents.

Source: [Posti](#)



NZ Post asks Aucklanders to shop a little differently this Christmas

29-10-2021

NZ Post's parcel delivery service in Auckland is currently busier than it has ever been due to the current COVID outbreak meaning retail stores are closed, so we are asking Aucklanders to prepare for Christmas by shopping online a little differently this year.

With Aucklanders currently unable to shop instore while restrictions remain in place, recent demand for online shopping in Auckland has increased over 90% since before lockdown. In response to the demand, NZ Post has gone from delivering 440,000 parcels per week in Auckland to over 740,000.

"Our teams have been working incredibly hard to deliver for Kiwis while retail stores remain closed, we've brought on 800 extra people and are still recruiting 300 more, we've extended our operating hours and are processing 24/7, and we've re-designed our Auckland network to get parcels where they need to be as fast as we can. Our Posties are now helping out our Couriers too – delivering even more parcels alongside mail," says NZ Post Chief Customer Officer Bryan Dobson.

"However, the unprecedented demand for parcel delivery means the number of parcels we have to deliver in Auckland has continued to grow, and there are limits on what we can physically do to increase our capacity to deliver. With the current COVID outbreak meaning we don't know how long retail in Auckland will be switched off for, we all need to do things a little differently this Christmas."

As we head into the busy Christmas shopping season NZ Post is asking for Kiwis, and Aucklanders in particular, to prepare to shop online a little differently this year. "NZ Post has been delivering Christmas for more than 180 years now and we've got some tips to help Kiwis prepare and to make sure everyone's shopping can arrive on time and not get stuck in a backlog."

Think ahead, start planning what you want and need to buy during the shopping season now. Make a list of what you need so you can place fewer, larger orders and reduce your shipping costs. Use 'click and collect' options with your favourite retailers wherever possible.

Consider bulk buying items that you usually purchase online monthly or weekly into one larger order that can be sent in one go.

Across the country NZ Post is currently delivering over 2 million parcels every week – that's four every second. "Outside of Auckland, our delivery service is operating closer to normal. But we are still asking Kiwis throughout the country to plan ahead for Christmas and to shop a little differently by following our tips."

"We are incredibly proud of how hard everyone at NZ Post is working to deliver for Kiwis. We're grateful that New Zealanders are continuing to show our people kindness and patience as we do everything we can do get parcels where they need to be, while restrictions on instore shopping in Auckland remain in place," says Bryan Dobson.

NZ Post's latest eCommerce Spotlight report shows that New Zealanders have spent \$1.7 billion online over the last three months, an increase of 22% on the same period last year. A big increase, that's even more significant when you consider the fact that there were lockdowns in this quarter last year as well.

Auckland has had the biggest quarter for online shopping ever, with Aucklanders spending over \$700 million online over the last three months, \$122 million more than the same quarter last year, and a massive 51% increase on 2019.

The eCommerce Spotlight report shows Aucklanders have made 6.3 million transactions online in the last three months – that's about 70,000 online transactions every day – an increase of almost 30% compared to the same period last year, despite Auckland also having a lockdown in the corresponding period last year. All indications show that these trends are going to continue over the next three months in the lead up to Christmas.

Source: [New Zealand](#)





The growth of Omniva was supported by domestic e-commerce in the third quarter

29-10-2021

The operating income of the Group for the first nine months of 2021 totalled 105.8 million euros, which is over 10 million more than in the same period last year. The Group earned a profit of 12.9 million euros in the first three quarters, which is almost four times more than a year earlier. The result was primarily affected by significantly increased revenues in Baltic parcel services.

According to Mart Mägi, Chairman of the Management Board of Omniva, the volume of e-commerce in the domestic market grew so much that the turnover of the company continued to grow strongly despite the decline in international parcel volumes, which had a major impact on the third quarter. 'The change in VAT on parcels ordered from third countries, which entered into force in the European Union on 1 July, led to a decrease in international parcel volumes of approximately 40%. Fortunately, e-commerce in Estonia and the Baltics has grown,' said Mägi.

In 9 months, revenues from Baltic parcel services increased by 25% year-on-year. In addition to Estonian parcel services, the operating revenues of Omniva also continued to grow strongly in Latvia and Lithuania – by 58% and 49% year-on-year, respectively.

In the third quarter, the number of COVID-19 cases, which had receded in the meantime, started to rise again in Estonia, Latvia, and Lithuania, which is why the parcel machines, which have previously been the first preference of customers for sending and receiving parcels, became more popular again. A significant competitive advantage continues to be that the parcel machines of Omniva are located outside, are usable with gloves, and support contactless payments. The Omniva parcel machine network is also the largest, which means that our parcel machines are the closest to the customer. In the fourth quarter, the company plans to further expand its parcel machine network.

The coronavirus situation also strongly affects parcel volumes during the Christmas period and at the end of the year. Therefore, Omniva started preparations in the third quarter for the global and local shopping holidays, which increase the volume

of parcels every year, to successfully serve customers during the busy period.

In the third quarter, Eesti Post issued various stamps, including stamps dedicated to the 100th anniversary of Estonian Civil Aviation, the 125th anniversary of the first film screening, and the 100th anniversary of the Estonian Football Association. The latter is unique in that it is made of football material. On 20 August, the company also issued a postcard and a printed stamp dedicated to the thirtieth anniversary of the re-independence of the Republic of Estonia.

Despite the impact of EU tax changes, the international business area of the Group grew by 5% year-on-year. We also started to prepare for servicing large volumes during the Christmas period in the international business area. This year, for the first time, the company is sorting the parcels in the centres in Kaunas and Tallinn. The international business area forecasts an all-time record of parcel volumes for the fourth quarter.

Information business services are provided by Finbite OÜ, a subsidiary of the Group, and the third quarter was successful for the company. In the third quarter, information business revenues increased by 19% compared to the previous year. The sales results of Finbite (information business) were the best in history in all countries (Estonia, Latvia, and Lithuania).

The main activity of AS Eesti Post is the provision of postal and logistics services and the handling of e-invoices. In addition to the parent company, the Group includes subsidiaries and related companies. The main activity of SIA Omniva and UAB Omniva LT is the provision of parcel machines and courier services in the Latvian and Lithuanian markets. AS Maksekeskus provides payment solutions to



e-commerce companies in the Baltics. Finbite OÜ offers e-invoicing and fintech solutions across the Baltics. Post11 offers e-merchants comprehensive international logistics solutions for the delivery of goods all over the world.

AS Eesti Post is an Estonian state-owned company. The Group employs 2,300 people across the Baltics and had a turnover of 135.6 million euros in 2020.

Source: [Omniva](#)



Heiki Raadik will become the CFO and member of the Management Board of Omniva

04-11-2021

On 1 December 2021, Heiki Raadik will start working as the Chief Financial Officer and member of the Management Board of Omniva. His area of responsibility will be the management and development of the financial sector of the group in the home markets of the company across the Baltics.

'I am very pleased that Heiki Raadik will join the company, as his extensive background in banking and long-term financial management experience will help take the finance department of Omniva to a new level,' said Mart Mägi, Chairman of the Board of Omniva.

According to Raadik, he chose Omniva because he wants to test himself in the rapidly developing e-commerce and logistics sector and work in a company that is a market leader and a pioneer in the field of complete logistics solutions. 'After 25 years of working in the financial sector, I was fascinated by the challenge of working in a new field which is currently in a very exciting stage of development,' said Raadik.

Heiki Raadik has previously worked in various leading positions in banking, most recently in the Baltic operations department of Luminor Bank and at Swedbank Estonia. In addition, he has worked in the insurance sector (Ergo Insurance) and Sampo Bank.

Heiki Raadik graduated from the University of Tartu

with a degree in corporate finance and investment and econometrics. He has studied management at the London Business School and has completed a range of master's and doctoral courses in econometrics, macroeconomics, and derivatives at Clark University.

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Source: [Omniva](#)

Australia Post releases Christmas delivery deadlines

28-10-2021

Australia Post is helping people to plan ahead for what is expected to be its busiest-ever festive season with the announcement of domestic delivery deadlines for this Christmas.

With parcel volumes already setting records in 2021, this December is predicted to surpass last year's 52 million parcels and customers are encouraged to send their presents and Christmas cards as early as they can, to give them the best chance of reaching loved ones in time.

For most sending within Australia the key dates to remember to send parcels by are Monday 13 December for Parcel Post and Monday 20 December for Express Post. For some locations, including Perth, Darwin and outside of metro areas, we recommend sending earlier and to check the Australia Post website for details.

Christmas cards should be sent by Thursday December 16, and customers sending overseas are encouraged to do so as soon as possible as cut-off dates vary depending on the destination.

Australia Post Executive General Manager, Business and Government Gary Starr said preparations for the peak season were already well underway,

including recruiting a record more than 4000 Christmas casual team members.

"We're seeing record parcel volumes with more than 5.9 million households shopping online a month – that's more than half of all Australian households, and it's showing no signs of slowing as we head into the online sales season and Christmas," Mr Starr said.

"That is why we've planned ahead with extra air freight capacity, weekend deliveries and recruitment of thousands of new team members to ramp up our delivery services, parcel sorting and customer care, and we'll be delivering right up until Christmas Eve.

"We encourage people to make a note of these important delivery dates, because although we'll deliver items sent after these dates as quickly as we can, they may not arrive until after Christmas."

Source: [Australia Post](#)



Royal Mail launches all-electric delivery office in Glasgow ahead of the COP26 global climate summit

28-10-2021

The Glasgow G51 Delivery Office will operate 13 electric vehicles and two micro electric vehicles as the company seeks to reduce its emissions still further. Royal Mail announces the launch of its first Delivery Office in Scotland to feature an all-electric fleet of collection and delivery vehicles as the UK prepares to launch the 26th United Nations Climate Change Conference (COP26) in Glasgow. The Delivery Office is just a short walk across the River Clyde from the Scottish Event Campus, where the COP26 Climate Summit is due to be held.

The G51 Delivery Office in the Govan area of the city has had its 13 diesel delivery and collection vans replaced by fully electric equivalents – comprising the Office's entire collection and delivery fleet. Two micro electric vehicles will also be joining the fleet as the Company steps up its drive to further reduce emissions associated with its operations. These micro electric vehicles are roughly the size of a golf buggy or a quad bike, with a load size of between 1.2m³ and 2.0m³. They have the capacity to accommodate more than an average daily round's worth of letters and small parcels.

With the UK's largest "Feet on the Street" network of over 85,000 postmen and women, Royal Mail already has the lowest reported CO₂e emissions per parcel amongst major UK delivery companies. This move forms part of Royal Mail's rollout of low or zero emission vehicles, designed to make the UK's lowest reported CO₂e emissions per parcel delivery even lower.

Royal Mail has worked with BP Pulse in Glasgow to complete infrastructure works and install eight 7kW electric charging points. The energy to power the vehicles is from 100% renewable hydroelectric, solar and wind sources.

The Glasgow Delivery Office was selected because of the City's plans for a Low Emissions Zone (LEZ), which will require vehicles to meet certain emissions standards to enter its centre. At present, other Delivery Offices across the UK are being considered for similar fleet makeovers in coming months – particularly those in places with existing Clean Air or Low Emissions Zones, or with plans to introduce them.

Simon Thompson, Chief Executive Officer at Royal Mail said: "It's fantastic news that we are able to transform the Glasgow G51 Delivery Office into the first Royal Mail 'all-electric' Delivery Office in Scotland. We always want to do the right thing by the communities we serve in terms of keeping our emissions as low as we can, and this is another important step in that direction. This is all in addition to our amazing posties delivering the mail by walking the streets of course."

First Minister Nicola Sturgeon said: "With the eyes of the world turning to Glasgow ahead of COP26, it's vital that we lead by example when it comes to tackling the climate emergency. That is why it is such welcome news that Royal Mail are launching their first all-electric Delivery Office in Scotland just across the Clyde from where the summit will take place.

"Converting this delivery office entirely to electric vehicles is a really positive step towards our shared goal of net-zero and I want to thank Royal Mail for their efforts in making this happen."

The Electric Vehicles (EVs)

The fully electric vans have up to 38% larger load space than the vehicles they have replaced, giving them additional capacity to deal with growing parcel volumes. With lower maintenance requirements, the electric fleet promises more on-road time and higher levels of reliability.

The 13 new vans can travel up to 90 miles on a single charge, depending on weather conditions and load size. As part of Royal Mail's recent expansion of telemetry technology across its fleet, the vans will also have telemetry capabilities installed,



aimed at encouraging more efficient driving techniques.

These benefits are in addition to helping the area's

29 postmen and postwomen deliver letters and parcels safely and efficiently, while producing fewer emissions.

Source: [Royal Mail](#)



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We encourage customers to check www.nzpost.co.nz for the latest delivery timeframes and the most up to date cut-off deadlines for



Christmas.

Source: [New Zealand Post](#)



Australia Post set to deliver Christmas cheer with Santa Mail

29-10-2021

Australia Post is all set to deliver Aussie kids' Christmas wishes directly to the North Pole as Santa Claus gets ready to personally respond and check his list again.

With just eight weeks to go, Australia Post is calling on all families and kids to put pen, pencil or crayon to paper to let Santa know just how nice they've been this year and tell him what they wish to see under the Christmas tree.

A much-loved tradition, Santa Mail has connected children directly with their number one hero for years, and last year Australia Post received more than 100,000 letters destined for the North Pole.

Australia Post Chief Marketing Officer Amber Collins said the precious letters give children the chance to discover the joy of letter-writing and experience the thrill of receiving a reply from someone very special.

"Santa Mail is one of those Australian traditions that families look forward to every year and it helps bring a sense of excitement and hope at this magical time," Ms. Collins said.

"It's also a fantastic way for children to practice their literacy skills at home or at school, and we've already seen hundreds of schools download this year's lesson plans designed specifically for classrooms.

"We're encouraging families to get their letters in nice and early so Santa has plenty of time to

respond and to visit our Santa Mail website for handy tips, templates and to follow along with the Santa Mail Tracker."

Children of any age are encouraged to take part and letters should be addressed to Santa, North Pole 9999 with a 65c Christmas stamp affixed to the front of the envelope, and a name and return address on the back so Santa knows where to send his reply.

Parents and children who have low vision can opt-in to receive a large text reply from Santa by sending their letters to Santa Mail (large text), North Pole 9999.

Santa Mail letters can be placed in any red street posting box, or a dedicated Santa Mail box in participating Post Offices, and families are encouraged to post letters before Friday 3 December, so Santa can reply before loading up his sleigh.

For more information on how to address letters to Santa, lesson plans, letter templates, and writing tips visit auspost.com.au/santamail, where you can also track the letter's progress with the Santa Mail Tracker.

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



PostNL reports normalised EBIT of $\hat{a}, -23$ million for Q3 2021

08-11-2021

Herna Verhagen, CEO of PostNL, said: “In the third quarter of the year, the changes in VAT for small goods outside the EU and other regulation in China had a stronger temporary negative impact on international volumes than anticipated, and put pressure on the performance of both Parcels and Mail in the Netherlands.

“After operating in an environment dominated by the pandemic since early 2020, in the third quarter we seemed to be returning to more normal conditions. Volume at Parcels continued to grow. As expected, this growth was slower due to the reopening of non-essential stores and more people going on holiday, as well as some headwind from disruptions in global supply chains. Volume development at Mail in the Netherlands was positive, reflecting both Covid-19 and some improvement in the underlying substitution rate. We saw declining international volumes in both segments.

“We’re rebalancing our parcels’ network and, as usual during Q3, have started preparations for the end-of-year peak season. We have deliberately built up extra capacity and resources so as to be able to offer our customers the necessary sorting and delivery capacity and high quality service. In a quarter that includes the summer holiday, this had

an impact on margins. This is expected to reverse in Q4, when parcel volumes are expected to come in at significantly higher levels.

“We are continuing to deliver on our strategy, including our commitment to sustainability and digital transformation. Early October, PostNL opened its fully automated, robotic sorting centre for small parcels. This innovative sorting centre, equipped with diverse robots, is unique in Europe and creates more capacity in our regular parcel sorting centres.

“Building on our solid performance in 2021 so far, we confirm our outlook for FY 2021 of normalised EBIT between €280 million and €310 million and strong free cash flow between €250 million and €280 million. The trend in e-commerce growth is expected to continue, with some uncertainty related to Covid-19 and the changes in VAT regulation.”

Source: [PostNL](#)

DHL Express says "Servus Austria!" - Inauguration flight of new cargo airline DHL Air Austria

09-11-2021

DHL Express celebrated the launch of its newly established cargo airline DHL Air Austria yesterday, which is now headquartered at Vienna Airport. The inauguration flight of the first registered Boeing 757 under Austrian flag also took place in the presence of key partners from the responsible aviation authorities such as the Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology and Austro Control.

The founding of DHL Air Austria is an important milestone for DHL Express in Austria, which began 41 years ago: "With this important step, we are making our air freight network in Europe more flexible and stable, while at the same time continuing to meet our customers' high demand for cross-border express deliveries and providing them with sufficient capacity," says Ralf Schweighöfer, CEO of DHL Express Austria.

In an increasingly globalized world, the importance of exports and imports is growing rapidly, and this trend will continue even after the COVID19 pandemic. The global networking of domestic companies is progressively becoming a decisive competitive factor. By ensuring a resilient and flexible air transport network, DHL Express is thus making an important contribution to the economic recovery of the European economy after the COVID19 pandemic. "The new airline DHL Air Austria is an important boost for our aviation industry and the domestic economy. The location decision for Austria is a strong signal for our country. The new headquarter at Vienna International Airport will also create an important value for the region," emphasized Dr. Magnus Brunner, State Secretary for Aviation.

Sustainable headquarter at Vienna Airport - 54 new employees will manage European cargo air traffic in the future

The new cargo airline DHL Air Austria will handle European cargo flights in future with eighteen Boeing 757 aircraft and around 176 pilots. The employees at the Vienna International Airport will manage the airline's daily operations, from crew scheduling and flight planning to crew training. They are also responsible for safety, quality, compliance

and the planning of aircraft maintenance. In addition, DHL Air Austria is creating around 54 new and sustainable jobs in Office Park 4 at Vienna Airport, one of the most modern and sustainable office buildings in Vienna.

"The establishment of DHL Express' first Austrian airline and the receipt of all licenses is a historic moment for all of us. The efficient implementation of this important milestone would not have been possible without the tireless efforts of our team and, above all, without the great support of the responsible ministry as well as Austro Control", says Barbara Achleitner, Managing Director of DHL Air Austria. "It makes us particularly proud that we have managed such enormous achievements together as a team within nine months and that we are creating 54 new jobs at our headquarters at Vienna International Airport."

Austria confirmed as top international location - approval process completed in record time

After examining several options in various European countries, Austria was chosen as the optimal location for the new cargo airline. In addition to stable political and economic conditions and the excellent global reputation of the domestic aviation authorities, the location also offers the best geographical conditions in the heart of Europe. This is also confirmed by Dr Valerie Hackl, Managing Director of Austro Control: "I am particularly pleased that with DHL Air Austria we can welcome another airline to the Austrian aircraft register. I would like to thank DHL Express for the good and professional cooperation, which has made it possible to complete this process so quickly and efficiently. It is also a sign of the high quality of our aviation authorities and a consequence of the high quality of service we offer our customers every day that more

and more renowned airlines are finding their way to Austria. We have earned this excellent international reputation in recent years, and we intend to continue along this path in the future as a modern and service-oriented aviation authority."

After initial talks with the Austrian authorities in February of this year, the AOC (Air Operator Certificate) required to operate the airline and consequently the OL (Operating License) were issued on 18 October 2021. DHL Air Austria was thus able to prove to the relevant authorities that it

had completed all the necessary procedures for operating the new cargo airline in a record time of only nine months. Currently, three of the total of eighteen Boeings are already registered in Austria. The transfer of another fifteen Boeing 757 aircraft to DHL Air Austria is expected to be completed in the first quarter of 2022. By then, the DHL Air Austria team will have moved into the modern Office Park 4 and will be managing operations from there.

Source: [Deutsche Post DHL](#)



Posti's smart Parcel Lockers predict the filling rate of lockers

08-11-2021

In November, Posti will start using a dynamic parcel routing system throughout Finland. In the future, artificial intelligence and machine learning will predict changes to the filling rate of Posti Parcel Lockers. The artificial intelligence added to the parcel lockers can already predict with an accuracy of 96% which parcels will be picked up from the parcel locker within 24 hours. With a prediction model capable of learning, parcels can be delivered without unnecessary driving and to a location near the consumer.

The filling of parcel lockers is limited by both the number and size of individual lockers: while small parcels can be put in lockers of various sizes, larger parcels will only fit into some of the lockers. Hundreds of parcel lockers become completely full every day or at least on several days a week.

“Popular parcel lockers cannot be expanded if they are located in a limited space, such as inside a store. With artificial intelligence and machine learning, we are able to get a more accurate forecast of parcel locker capacity, which helps us route parcels to the parcel lockers chosen by recipients more often. In addition, more parcels can be made to fit into certain parcel lockers,” says Jari Paasikivi, Posti's Project Manager responsible for the parcel routing system.

The parcel routing system anticipates the development of the available capacity in the parcel locker with artificial intelligence, predicting how many of the parcels in the parcel locker will be picked up before the driver brings the next load of parcels. The filling rate forecast for parcel lockers used to be based on a fixed average that did not take into account variation according to the parcel locker, day or season.

The accuracy of forecasts made by artificial intelligence is nearly 100%

Thanks to more accurate capacity forecasts, the process becomes faster and parcels can be delivered to recipients as quickly as possible. The artificial intelligence can already predict with an

accuracy of 96% which parcels will be picked up from the parcel locker during the first 24-hour period.

“The parcel can be delivered to a location as near to the customer as possible, which reduces unnecessary driving and the emissions from it. We already know with an accuracy of nearly 100% which of the parcel locker's individual lockers will be emptied and are able to reserve the correct number of items for the next day,” Paasikivi says.

We are already working on the next development project related to the use of artificial intelligence in parcel routing. Before the parcel arrives at Posti, the online store sends an advance message about it. The sending time of the message varies by online store. Artificial intelligence is used to predict when the parcel will actually arrive in sorting. If the arrival time can be accurately predicted, advance bookings can be made for parcel lockers and the wishes of customers can be taken into account to an even greater degree.

“We have been building our ability to use data for a wide range of purposes with a long-term view. Having artificial intelligence as part of our parcel locker network is an excellent example of how data and technology can be used to improve the customer experience. We have particularly invested in our machine learning competence, and the artificial intelligence that routes parcels has been developed fully by our own staff,” says Riku Tapper, who is responsible for Posti's data and automation.

Source: [Posti](#)

Royal Mail to cut the cost of its redirection service for millions of lower-income households

09-11-2021

Lower-income households on Universal Credit are set to receive significant discounts on Royal Mail's Redirection service when they move home, the company announced today. From November 29, all customers on Universal Credit, which covers six means tested benefits, will pay the equivalent of just £5 a month for a six or twelve-month redirection - equivalent to less than 20p a day.

Universal Credit customers who choose to take up the minimum three-month service will also benefit from improved discounts with a single customer paying a price of £22.50 (equivalent to £7.50 a month) and all other household sizes paying £30 (or £10 a month).⁴

The new concessionary price will be available for customers receiving any of the six means tested benefits that make up Universal Credit. These include: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. For customers of non-working age, Royal Mail is also offering the new concession to those in receipt of Pension Credit.

The initiative builds on Royal Mail's drive to give lower-income households more access to its Redirection service. Customers on income-based Job Seeker's Allowance and Pension Credit already receive a discount on the standard price of a Redirection. From November 29, these customers

will see their discount increase and brought in line with the new concession prices.

To further improve access to its Redirection service, Royal Mail is also launching a new dedicated phone line for customers receiving Universal Credit and Pension Credit when they apply for the new discounted redirection rates.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Moving home can be a difficult and stressful process. UK households rely on Royal Mail's Redirection service for convenience and peace of mind. It helps to ensure they don't miss important mail such as medical appointments and financial documents or fall foul of identity fraud. We want to make our Redirection service more accessible to lower-income customers. This will mean that everyone from single adults to larger households on Universal Credit can make significant savings on standard prices when they move home."

Source: [Royal Mail](#)



DHL launches first-of-its-kind mobile Innovation Center in Dubai South, accelerating logistics innovation in the Middle East and Africa

27-10-2021

In the presence of HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority (DCAA), Chairman and CEO of Emirates Group and Chairman of Dubai Airports, DHL, the leading international logistics service provider, has launched its Mobile Middle East and Africa (MEA) Innovation Center in Dubai. The first-of-its-kind 450-sq m facility located in the Logistics District at Dubai South is easily assembled and disassembled, ready to move on to the next location. The state-of-the-art MEA Innovation Center will present a collaborative platform for customers, partners and other thought leaders to solve complex logistics challenges, learn about the latest trends in logistics, and network with industry innovators across the MEA region. Top executives from DHL and Dubai South also officiated the opening of the new facility.

Katja Busch, Chief Commercial Officer and Head of Customer Solutions and Innovation at DHL, commented: "Middle East and Africa is one of our most vibrant regions. We are proud to bring the DHL Innovation approach into Dubai South, which is an ideal first stop in the region. Our future success is built on how we support customers in a rapidly evolving business and logistics landscape. We look forward to bringing customer-centric innovation, inspiring ideas and applying our proven innovation methodologies to solve our customer problems so that colleagues in the region can support them in confidently navigating changes."

Mohsen Ahmad Alawadhi, CEO of Logistics District, Dubai South said: "Dubai epitomizes disruptive thinking and celebrates innovation. Therefore, it is a pleasure for Dubai South to be home to the DHL Mobile MEA Innovation Center in the Logistics District, testifying its pre-eminent position as the local and regional hub for the sector. The Center's conception and innovative execution are aligned with Dubai South's ambition to be a next-generation, innovations-led logistics hub for the region."

The Mobile MEA Innovation Center will host a selection of exhibits built around key technologies that will shape the logistics industry in the future, alongside proof of concepts successfully implemented in DHL's operations. Exhibits have

been curated to reflect the unique requirements of DHL's customers in the region, with a focus on the topics of IoT, Artificial Intelligence, Robotics, Bionic Enhancement and Data Analytics across the domains of supply chain analytics, warehouse digital twins and last mile delivery optimization.

"The Innovation Centers are the showpiece of DHL's Innovation program, which features its own trend research division, proven innovation workshop methodologies, and a calendar of thought leadership events that deep dive into technologies set to impact the logistics industry. The MEA IC will package this approach and offer our customers a highly-relevant agenda that reflects the possibilities of operating in the region", explains Matthias Heutger, SVP Global Head of Innovation & Commercial Development for DHL Customer Solutions & Innovation.

The Mobile MEA Innovation Center is DHL's fourth innovation center globally - after Chicago, USA; Cologne, Germany; and Singapore; and the first completely mobile one. The Mobile MEA Innovation Center is a modular building that was shipped to Dubai in containers from Germany, before being assembled on site in Dubai South. The facility is expected to stay in Dubai until 2022, then move to Qatar, the next location on its journey across the MEA region, and is expected to continue its journey through 2027.

Source: [Deutsche Post DHL](#)



The online shopping season until the end of the year promises to be busy - here are 5 tips from Posti for smooth parcel deliveries

28-10-2021

Online shopping for the rest of the year is anticipated to break all previous records. The increase in online shopping activity, brought about by the COVID-19 pandemic, is here to stay. The November sales that have already become a staple in Finland, Singles’ Day, Black Friday and Cyber Monday, are the busiest time of the year when it comes to online shopping and parcel deliveries.

“In our estimate, we will be delivering up to two million parcels during the busiest week before the end of the year. What matters most to us during the peak season is that each parcel is delivered safely and quickly to the recipient,” says Tommi Kässi, Vice President, Parcel and eCommerce, Posti.

How to ensure smoother parcel deliveries – 5 tips from Posti

Make sure that the item details are correct. In the online store, select the delivery type and place (such as Home Delivery, Parcel Locker or Posti outlet). Carefully fill in the recipient’s name, address, email address and mobile phone number for the delivery. If the item is cleared through the customs, this information will make the process smoother. If the phone number is not known, you will receive a printed notice of arrival, which takes a bit longer to arrive.

Download the OmaPosti application. You can track your item easily in the OmaPosti app. The app will send a notification immediately when the item is ready for pickup. You can also send or return a parcel using the app.

Don’t wait until the last moment. Online stores may run out of the most popular products when demand is high. Please bear in mind that the difficulties faced by the global maritime transport industry may also affect the availability of some products. If you have ordered products online from outside the EU, prepare to pay VAT and don’t forget the customs clearance. And if you are sending parcels abroad, check the last delivery dates on Posti’s website.

Pick up your parcel as soon as you can. This way, you will make space for the next parcels. During the peak season, the parcel lockers are filled several

times a day.

Avoid going to the service points at rush hour. Most parcels are picked up between 4 p.m. and 6 p.m. Avoid the rush hour if you can. You can check the locations and opening hours of all of Posti’s service points at <https://www.posti.fi/en/service-points-on-map>.

Posti has prepared for the season by increasing its service point network, adding deliveries and hiring Christmas helpers

Posti has been building a more extensive service point network throughout the year, opening 5–10 new parcel lockers each week. There are now 400 more parcel lockers than a year ago. According to Kantar’s Online shopping survey 2021 commissioned by Posti, roughly one in two Finns (54%) select parcel lockers as their preferred delivery location. This year, Posti has already opened 100 new pickup points. Posti is preparing for the peak season by increasing shelf space in existing service points, introducing more pop-up pickup points and increasing the number of personal service points. Posti now has nearly 3,300 service points.

Unlike in previous years, Posti has been increasing Saturday deliveries to parcel lockers and pickup points since the start of October. Saturday deliveries, normally available in the 12 biggest cities, will be extended to more than 100 municipalities. Saturday deliveries will continue until Christmas to make parcel traffic more efficient. Starting from Black Friday in late November, parcels will also be delivered on Sundays in the major cities. Once again, Posti will employ thousands of Christmas helpers all around Finland this year.

Source: [Posti](#)



bpost appoints a CEO for its Belgian activities and reinforces its Group Executive Committee with a Chief Strategy & Transformation Officer

09-11-2021

The Board of Directors of bpost group has decided today on the appointment of Jean Muls as CEO bpost Belgium and the expansion of the Group Executive Committee (GEC) with Nicolas Baise as Chief Strategy & Transformation Officer.

At the presentation of the third quarter results, CEO Dirk Tirez announced that the Belgian activities of bpost will be integrated into one business unit, namely bpost Belgium. He immediately announced the name of the CEO of this new entity, Jean Muls. He also added that a new position has been created within the GEC, that of Chief Strategy & Transformation Officer. A name for this position was also announced, being Nicolas Baise.

Both men will play an important role in the transformation of bpost as a reliable and leading postal and e-commerce logistics group in Belgium and beyond.

Jean Muls appointed CEO bpost Belgium

Jean Muls has more than 30 years of experience in the business world. Since 2015 he was active as Vice President Air Hubs Europe at Federal Express Europe. Prior to that he led Swissport, AIB Vinçotte and Imtech Belgium and was also a member of the Board of Directors at the latter companies. He also held management positions at General Electric and Bombardier Inc. He started his career at IMDC, a subsidiary of GDF Suez, where he gained 6 years of international experience in the marine and dredging business. Jean holds a degree in Civil Engineering

from ULB and an MBA from INSEAD. He will lead the new business unit and manage its transformation.

Nicolas Baise appointed Chief Strategy & Transformation Officer

Nicolas Baise studied as a commercial engineer and immediately joined Boston Consulting Group where he followed a rapid career trajectory. In 2016, he was appointed Managing Director and Partner. At Boston Consulting Group, Nicolas developed a deep expertise in transport and logistics and large-scale transformation, combined with strong commitment for people development and social engagement. Since 2019, he is People Chair of BCG Brussels, responsible for the career development of 100+ consultants and defining New Ways of Working in post-COVID context. Nicolas is part of the inaugural group of Belgium's 40 under 40, a diverse community of civil society leaders under 40 who reflect together on the challenges of our society. Between 2012-2018, he was a founding panel member of the Friday Group, supported by the King Baudouin Foundation. He will continue to shape the strategy and drive the transformation and digitalisation of the company to achieve bpost's ambitions.

Source: [bpost](#)

Omniva to expand its Baltic locker network in light of increased volumes

04-11-2021

The company will start a large-scale expansion in the entire Baltic region in December, as a result of which the largest parcel machine network in the region will grow by 20%. As part of the expansion, new parcel machines will be installed and existing ones will be expanded.

In Estonia, the expansion will include 11 counties and 32 new parcel machines. Across the Baltics, 141 new parcel machines will be added to the network and 86 existing popular parcel machines will be expanded.

According to Kristi Unt, the head of Omniva Estonia, the expansion of the Estonian parcel machine network will focus on finding efficiency and hotspots for parcel traffic. 'Over the years, we have built the largest parcel machine network in Estonia and the Baltics with well-thought-out locations,' Unt noted. 'With the expansion starting in December, we will further expand the network.'

'Thanks to the expansion, we will reach several settlements where people have not been able to use parcel machines so far. On the one hand, our parcel machines that are located outdoors allow customers to receive their parcels more conveniently and securely. On the other hand, we see that parcel machines help launch local e-commerce in smaller settlements,' said Unt.

According to Unt, the expansion starting in December is just one step in the coming developments that aim to bring parcel services even closer to people. 'In addition to the expansion, we will also introduce several new solutions to the market in the coming months, which will make

sending and receiving parcels more accessible and convenient for people, but at the same time make delivery more efficient and environmentally friendly,' Unt added.

According to Omniva, the number of parcels sent with the help of parcel machines has multiplied compared to a couple of years ago because the combination of e-shops and parcel machines is the safest way to make purchases. According to Unt, the growing parcel machine network also helps to better serve the rapidly growing e-commerce parcel volume.

The parcel machines of Omniva are available regardless of the time of day and day of the week. In addition, they are located outdoors where there are fewer people and the risk of infection is lower. The touch screens of the parcel machines are cleaned regularly, but the machine can also be used without physical contact: the screens of the parcel machines of Omniva also work with gloves, and when paying for the goods, it is possible to use contactless payments in all parcel machines.

Source: [Omniva](#)



Austrian Post and PostNord Denmark Offices of Exchange awarded with an IPC Certificate of Excellence

10-11-2021

On 8 November, both PostNord's Copenhagen INC and TTA (Taastrup) Offices of Exchange have been recertified until August 2024. On 14 October, IPC awarded Certificates of Excellence to the Vienna Letter Mail and the Hall in Tirol Offices of Exchange during a ceremony organised by Austrian Post. The certificates will be valid until July 2024.

In the cross-border postal process, every single Office of Exchange (OE), as a link in the global postal delivery chain, directly contributes to the quality of service. Every OE needs to perform and adhere to the same principles in order to provide a high-quality end-to-end service. This is what IPC audits and rewards through its Certificates of Excellence. The certificate is the result of a thorough and fully independent assessment process.

After an interruption due to the COVID-19 pandemic, the IPC Certification process has resumed since May 2021, with the IPC Certification team re-starting on-site assessments. A few changes in the process reflecting the impact of the pandemic have been implemented: to allow continuity, parts of the certification assessments were done remotely to keep momentum while travel was restricted and a Certification Managers community was launched to continue planning and communication on the ongoing process.

Since May, the IPC Certification team have certified

eight Offices of Exchange. At present, a total of 15 Offices of Exchange hold a valid assessment, eight additional OEs have received an extension of their Certificate due to the pandemic, and 14 OEs are in the process of re-certification or first-time certification.

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PostNord



First Sustainability Measurement and Management System (SMMS) results show posts' sustainability management proficiency efforts keep paying off

16-11-2021

Brussels, 16 November - On 12 November, the IPC Board endorsed the 2020 results of the new IPC Sustainability Measurement and Management System (SMMS) compared to the 2019 baseline for the participating postal operators. The results show a 9% increase in the overall Sustainability Management Proficiency score for all the posts participating in the programme.

Sustainability Management Proficiency (SMP) is one of the pillars of the IPC SMMS programme assessing four core management pillars (strategy and policy; embedding; measurement and evaluation; disclosure and reporting) for seven Focus Areas: climate change; health and safety; learning and development; sustainable procurement; resource efficiency, circular economy and air quality. The SMMS results are published in IPC's annual Postal Sector Sustainability Results, available as an [online-only report](#).

Although climate change and health and safety are the focus areas in which posts score the highest, air quality is the area in which the postal performance has increased the most.

Holger Winklbauer, IPC Chief Executive Officer commented: *"The good score of the posts in the Sustainability Management Proficiency reflects on the postal industry's commitment to contribute to all the pillars of society and the economy. The increase in the score also reflects the numerous initiatives taken by posts towards their employees and society during the pandemic, restating the essential social role played by the posts"*.

Sustainability Management Proficiency (SMP) assesses four management pillars

Sustainability Management Proficiency (SMP) is measured qualitatively through a 150+ question survey. Overall SMP scores and Focus Area scores are given in percentages. The SMMS assesses the following four core management pillars for each of the seven Focus Areas mentioned above:

Strategy & Policy: Effective sustainability strategies set clear goals and objectives, and a vision for the

future. In the SMMS programme, posts are encouraged to develop tools that specifically address all of the issues identified as relevant for the postal sector.

Embedding: This pillar assesses the methods by which posts embed their strategies and policies on the sustainability issues within their organisations. Posts are asked questions on topics such as management systems, certifications, employee engagement, and external initiatives.

Measurement & Evaluation: Data collection and verification is a central element of the SMMS programme. Posts are encouraged to develop data collection and coverage, to develop KPIs and use these in management decision making processes, to drive progress across the Focus Areas.

Disclosure & Reporting: An increasingly important area of corporate sustainability, public disclosure is how the postal sector communicates its progress and demonstrates transparency to stakeholders.

Posts improve SMP score against 2019 for all focus areas

Health & Safety

A collective score of 68.6% reflects that posts have good H&S management proficiency and that further improvement across the posts will be important in the upcoming years. As the COVID-19 pandemic continues to impact the world, protecting postal employees is more essential than ever. The growth of e-commerce, safety technology developments, and the use of alternative fuel/automated vehicles are all emerging trends that have an important bearing on the health and safety of the postal workforce.

Learning & Development

The pandemic has not only put the postal workforce at considerable risk since early 2020, but also

limited in-person training and internal communication due to lockdowns and travel restrictions. Participants have demonstrated a commitment to their workforces by continuing to prioritise L&D programmes throughout this challenging environment. Training in technical skills will continue play a prominent role due to the rise in e-commerce – accelerated even further by COVID-19 – and the digitisation of the postal industry. Soft skills and management training will also be a focus, not only to develop the next generation of managers but also to remain competitive in the modern labour marketplace, a major challenge for the postal sector. The participating posts collectively scored 64.7%, nearly four percentage points ahead of the overall SMP group score of 61.2%. This score reflects the group's focus on L&D management proficiency and its commitment to developing its workforce with 16 of the 20 participating posts having a dedicated L&D policy.

Resource Efficiency

Posts scored 57.3% in Resource Efficiency, just behind the average overall group SMP score of 61.2%. Opportunities for improvement include areas related to Strategy & Policy, such as having a dedicated policy that includes a commitment to performance improvement and a framework for achieving objectives. Making the investments needed to decarbonise the vehicle fleet, while still meeting its duties to shareholders and customers will continue to be a challenge, but the significant improvements made since 2008 and the improvement in market trends observed in 2020 offer the post reasons for optimism. Decarbonising low carbon long haul transport will also be increasingly crucial to reduce the environmental impact of transport. Quantitative data on emissions, alternative vehicles and renewable energy use can be found in the [IPC Postal Sector Sustainability Results section](#) on the IPC website or on the [Green Postal Day](#) webpage.

Climate Change Climate Change was the highest scoring Focus Area out of the seven with 71.7%, reflecting the participating posts' continued dedication to this issue. All 20 participating posts have a strategic focus on greenhouse gas emissions and 19 posts have discussed current and/or future climate change strategies with their supplier groups. Given the size of the participant's collective

fleets, reducing the environmental impact of the group's vehicles will be a continued focus going forward. As the impacts of Climate Change such as the natural disasters experienced in 2020 - 2021 continue to increase and impact businesses, postal engagement with suppliers on ways to reduce carbon emissions will continue to be critical in order to decrease Scope 3 emissions, which contribute the majority of the group's total carbon emissions (71% of Scope 1, 2 and 3).

Air Quality

Air Quality was the most improved Focus Area out of the seven, with the overall score of 49.2% presenting an increase of more than 13 percentage points from 2019. 14 out of 20 participating posts operate smart city solutions, or initiatives involving cooperation and development with other stakeholders to improve urban air quality. It is also important also to note the positive impact COVID has had on air quality. As cities stopped during its peak in the spring of 2020, there were significant improvements in air quality in major cities across the globe. This has caused a major focus on the need to implement longer term initiatives to achieve more sustained improvements.

Circular Economy

The participating posts showed impressive commitment to the issue in 2020, improving its score by almost 10 points on 2019 to 56.4%. Participants again scored best in questions related to Strategy and Policy. This is reflective of the importance of waste management to the sector from both a sustainability perspective and as part of a broader business strategy. In 2020, participants reused or recycled an impressive 46% of total non-hazardous waste. Optimising routes and the use of reverse logistics will be key components of a circular economy, such as reducing unnecessary fuel consumption, and providing facilities for returning containers at post offices. The postal sector can also leverage its position to engage with government and other industries to drive change.

Recyclable or sustainably produced packaging continues to be a focus for consumers.

Sustainable Procurement

The group scored 60.5% in Sustainable

Procurement and best in questions related to Strategy and Policy, reflective of the prevalent use of subcontractors in the postal sector, and the importance that the group places on sustainable supply chain management. 16 posts out of 20 have a dedicated sustainable procurement policy in place.

Impacts of COVID-19 have caused global organisations to rethink their business with a focus on digital, resilience and transparent supply chains. These management efforts all contribute to systematically addressing the impact of global climate change and collaborating to reduce carbon emissions across the sector. More details can be found in the IPC Postal Sector Sustainability Results Section on our website.

The Sustainability Measurement and Management System (SMMS)

The IPC SMMS programme was launched in 2019 to address the sustainability objectives of the postal sector for the next ten years, aligned with the Sustainable Development Goals (SDGs). It expands on the 2009-2019 Environmental Measurement and Monitoring System (EMMS) programme, which focused on reducing carbon emissions, and broadens the remit to the seven sustainability focus areas most relevant for the postal sector: Health and safety, Learning and development, Resource efficiency, Climate change, Air quality, Circular economy and Sustainable procurement. These focus areas are aligned with the following UN SDGs, identified by our stakeholders and SMMS participants as most relevant to the postal sector:

- SDG 8 - Decent work and economic growth
- SDG 9 - Industry, innovation and infrastructure
- SDG 11 - Sustainable cities and communities
- SDG 12 - Responsible consumption and production
- SDG 13 - Climate action

As such, the SMMS programme is designed to further the postal sector's contribution to global sustainable development, focusing on the areas in which it can have the most impact.

In 2020, participating posts were: An Post, Austrian Post, Australian Postal Corp, bpost, Correos, CTT Portugal Post, Deutsche Post DHL Group, Le Groupe La Poste, New Zealand Post Group, POST Luxembourg, Poste Italiane, Posten Norge, Posti, PostNL, PostNord Denmark, PostNord Sweden, Royal Mail Group Plc, South African Post Office, Swiss Post, United States Postal Service.

About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25 member postal operators in Asia Pacific, Europe and North America.

IPC's solutions and services are used by over 190 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. Throughout the COVID-19 crisis, IPC has positioned itself as a crucial coordination platform between posts worldwide and put in place operational solutions to ensure the continuity of cross-border mail flows.

For further information, please contact:

Eva Wouters

Communications manager, PR and media relations
International Post Corporation

+32 2 724 71 91

eva.wouters@ipc.be



DHL and Grundfos pilot Bio-LNG in road freight with promising results

16-11-2021

In June 2021, DHL Freight started piloting a Bio-LNG solution (Bio-Liquefied Natural Gas from sustainable biomass) with Shell on three haulier trucks to sustainably reduce CO₂ emissions in road freight transport for DHL's customer Grundfos. In the first five months, the volume of Bio-LNG lifted has reduced 87 tons of CO₂ eq. This corresponds to the emissions of over 89,900 km driven by a Diesel truck and represents 85% of CO₂ savings compared to a traditional diesel engine.

"The logistics industry is currently responsible for 11 percent of global carbon emissions. To fight against climate change, the transport sector needs true decarbonization. For us at DHL Freight, sustainable fuel solutions are a key lever to change the fuel mix and ultimately reduce carbon emissions in road freight", says Uwe Brinks, CEO DHL Freight. "By investing not only in sustainable fuel but also in fleet renewal, engine retrofitting, and efficiency projects, we tackle the impact of the logistics supply chain. We are happy to have partners at our side who share our vision and join us on the journey towards a sustainable future."

The fuel alternative is being implemented to improve Grundfos' linehaul between its production sites Bjerringbro, Denmark and Longeville-Les-Saint-Avoid, France. By offering the option of using greener alternatives, the company is taking another step towards cleaner road freight, in line with Deutsche Post DHL Group's sustainability roadmap 2030.

"Our commitment and ambitions for sustainability are fully anchored across our value chain, and in close collaboration with our suppliers and logistics partners, working in unison, we achieve our sustainability targets, achieving a 50% CO₂ emissions reduction by 2025. We therefore see the sustainable fuel solutions proposed by DHL Freight as a significant step in the right direction for lowering carbon emissions in road freight," says Stéphane Simonetta, Group Executive Vice President and COO at Grundfos.

The Bio-LNG used by Shell in the test is produced from agricultural waste. It meets the criteria of the Renewable Energy Directive 2 (REDII) of the European Union and is a product of a sustainable circular economy. The pilot project has been running for over five months now and will continue

for approx. one year. The reduction in emissions is attributed to the customer accordingly. In this way customers can successfully decarbonize their supply chains.

Fabian Ziegler, Managing Director of Shell Germany, says: "Running pilots like this with customers like DHL is a fantastic opportunity for both of us to test and learn, but also to jointly drive the decarbonization of the sector as it proves that new concepts work and deliver positive impact on climate targets in a commercially viable way. The pilot results indicate that Bio-LNG can already today reduce CO₂ emissions to contribute to the GHG reductions needed to reach the EU's 2030 climate targets. That is very promising and good news to the sector."

In the meantime, Shell is scaling up the supply of Bio-LNG to offer further emission reductions up to carbon neutrality. As of early 2022, Shell will offer a blend of Bio-LNG to the entire network in the Netherlands, offering further carbon reduction to all customers. As of 2023 Shell plans to offer Bio-LNG produced in a new gas liquefaction plant at Shell's Energy and Chemicals Park Rheinland to the entire network in Germany. The company will start construction of liquefaction plant later this year, provided permits are granted in time. The volume of 100.000 tons per year from Rheinland could help to reduce the carbon emissions caused by long-distance haulage by up to a million tones.

Offering a sustainable fuel alternative for road freight is another step within Deutsche Post DHL Group's sustainability efforts. By 2030, the Group wants to invest 7 billion euros in climate-neutral logistics solutions, and at least 30 percent of fuel requirements in aviation and line haul are to be covered by sustainable fuels, according to their recently published sustainability roadmap. Deutsche Post DHL Group considers biofuels



decisive to decarbonize transport right now and
expects hydrogen as a power based sustainable fuel

to be a promising alternative in the long-term.

Source: [Deutsche Post DHL](#)



Swiss Post to acquire Dialog Verwaltungs-Data AG

16-11-2021

As a long-standing and reliable partner to the Swiss Confederation, cantons and municipalities, Swiss Post is highly familiar with their requirements within Switzerland's federal structure. For this reason, Swiss Post aims to focus on providing public administrations and municipalities with greater support for digitization. It is planning to set up an ecosystem for authorities and, with this in mind, is expanding its business area to include digital services for public authorities. To achieve this goal, Swiss Post is securing vital expertise. On 15 November 2021, it acquired the municipality software provider Dialog Verwaltungs-Data AG.

Swiss Post already supports municipalities and authorities with a wide range of physical services. In future, it will also support public administrations with the digital transformation and protection of sensitive data and help to simplify their routine activities. This step will also strengthen the Swiss economy – members of the public and businesses all benefit from a modern, digital administration. For this reason, Swiss Post is aiming to achieve growth in the e-government sector and is expanding its business area to include digital services for authorities. On 15 November 2021, Swiss Post acquired an 81.5 percent stake in Dialog Verwaltungs-Data AG.

Dialog will continue to operate as an independent company

The company, which is headquartered in Baldegg in the Canton of Lucerne, develops software and cloud solutions for public administrations in Switzerland and is a specialist in the secure digital exchange of information. Dialog is renowned for providing integrated total solutions from a single source. Dialog Verwaltungs-Data AG's software for municipalities was developed in-house and enables continuous flows of information without media disruption, replacing complex silo systems with different user interfaces. This relieves the administrative workload on authorities and creates more time for their core activities – contact with citizens.

Dialog was founded in 1980 and employs 63 staff and 3 apprentices. Dialog Verwaltungs-Data AG will become a subsidiary of Swiss Post and continue to operate as an independent company. The acquisition will not have any effect on Dialog's employees. They will continue to be employed by Dialog in future. The parties have agreed not to

disclose the purchase price or details of the acquisition.

Foundation laid for Swiss Post's future role

The acquisition of Dialog enables Swiss Post to gain vital expertise in the field of digital services for authorities, instead of having to build up this knowledge itself over a number of years. This is part of its new Swiss Post of tomorrow strategy. Swiss Post is making targeted investments and achieving growth in individual areas – specifically, in areas that will enable future customer requirements to be met. "Dialog Verwaltungs-Data AG's software and IT solutions strengthen Swiss Post's portfolio of digital services," says Nicole Burth, Member of Executive Management and Head of the Communication Services unit. "Dialog's specialist knowledge will allow us to make everyday work at municipalities and authorities much easier and more secure."

In the field of digital services for authorities, Swiss Post already has proven products, such as debt collection register and criminal records extracts. With solutions such as ePostApp, IncaMail, the digital identity and signature and e-voting, the company is in the process of establishing even more. "We aim to more firmly establish ourselves as a dependable partner for authorities," explains Nicole Burth. The acquisition of Dialog lays the foundation for this goal, in line with Swiss Post's future role: "We aim to act as a trustworthy, independent intermediary between the physical and digital worlds – particularly when it comes to the growing field of digital communication between authorities and citizens," says Nicole Burth.

Open and interconnected ecosystem for authorities

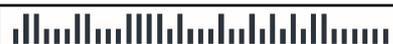
Over the long term, Swiss Post – in collaboration with Dialog Verwaltungs-Data AG – is planning to set up an ecosystem for authorities. This ecosystem



will not be a closed Swiss Post environment, but open and interconnected. Digital services for authorities operated by potential partners will be just as integrated within the ecosystem as Swiss Post's own products and solutions. Customers can decide which services they wish to purchase. Most

importantly of all: "Access must be simple and secure," says Nicole Burth. "This will enable us to simplify everyday life for authorities, companies and citizens."

Source: [Swiss Post](#)



Royal Mail rolls out new fully automated parcel sorting machine in Tyneside Gateshead

16-11-2021

A new fully automated parcel sorting machine which can process 180,000 parcels per day has been installed by Royal Mail in its Tyneside Mail centre.

The machine – officially opened by Gateshead MP Ian Mearns – is an intelligent system of conveyor belts and scanning technology that automatically sorts parcels for despatch within Royal Mail’s network.

With Royal Mail’s busiest time of the year just a few weeks away, the machine uses its 200 sorting trays to process up to 10,000 parcels per hour to local mail centres across the country.

Built by automated technology company Bowe Group, the parcel sorting machine - which is about the same length as six double-decker buses – can handle a variety of parcel shapes and sizes weighing up to 31kg.

It is part of Royal Mail’s multi-million pound investment programme to replace significant manual sorting processes that can be both time consuming and physically demanding and help the Company meet the surge in demand for online shopping. Using parcel automation can mean that parcels are sorted up to four times more quickly than manually sorting them.

Achim Dunnwald, Chief Operating Officer, Royal Mail, said: “We are transforming the way Royal Mail processes parcels which are rapidly growing in popularity thanks to the boom in e-commerce and

new online shopping trends accelerated by the pandemic. Our investment in state-of-the-art parcel sorting machines and automated technology enables us to compete more effectively for business and meet the demands of our customers, while helping to secure quality jobs for the future of Royal Mail.”

Ian Mearns, MP for Gateshead, said: “I’m very honoured to have been asked to unveil this new state-of-the-art machinery for Royal Mail at the major Tyneside depot in my Gateshead constituency. It will undoubtedly enhance Royal Mail’s capacity to respond to the demands of business customers and domestic customers alike and help facilitate the ever growing demands for a universal parcel service that only Royal Mail can provide.”

Lisa Banton, Bowe Group UK & Ireland, said: “We are extremely pleased to partner with Royal Mail on this journey towards fully automating their sorting centres with our very latest technology. We believe our parcel sorting solution and services will enable Royal Mail to effectively meet the demands of their customers now and in future. We are particularly pleased that the Bowe Group and Royal Mail teams collaborated together to deliver this automation just in time for the peak period.”

Source: [Royal Mail](#)



bpost releases a guide on navigating the holiday peak season for its customers

16-11-2021

With Black Friday, Sinterklaas, Christmas and New Year, the busiest period of the year is upon us. For you and for us.

We're sorting more, and for longer

We have installed additional sorting machines and are recruiting additional people for our sorting centres. Our sorting machines will also run for longer. This will allow us to organise several rounds per day and deliver a maximum number of parcels each day.

We're putting more people on the road

To get all those parcels delivered, we are temporarily recruiting extra people. They will help our 11,000 postmen and women to deliver everything, including on Saturdays. Our colleagues from accounting, sales, communication, etc. are also happy to play their part. 'The biggest team in Belgium' is there for you.

We're putting our Pick-up points and Parcel Lockers in the spotlight

Have you already seen our campaign on social media and in Post Offices? We want to convince as many online shoppers as possible to have their parcels delivered to a Pick-up point or a Parcel Locker. That's more efficient (and environmentally friendly) than home delivery, because we can deliver multiple parcels to a single place.

We're keeping an eye on volumes

To measure is to know, including for parcels. Based on the number of parcels in recent weeks, months and years, we can estimate how many parcels we will have to process. Because Covid has made trends unreliable, we are agreeing with our biggest partners on how many parcels they wish to deliver. Why does that matter to you? It allows us to adjust our capacity accordingly and so deliver all parcels more efficiently. Including yours.

Source: [bpost](#)



Royal Mail to cut the cost of its redirection service for millions of lower-income households

08-11-2021

Customers on universal credit to receive significant discounts on redirection prices when they move home.

Lower-income households on Universal Credit² are set to receive significant discounts on Royal Mail's Redirection service when they move home, the company announced today.

From November 29, all customers on Universal Credit, which covers six means tested benefits, will pay the equivalent of just £5 a month for a six or twelve-month redirection – equivalent to less than 20p a day.³

Universal Credit customers who choose to take up the minimum three-month service will also benefit from improved discounts with a single customer paying a price of £22.50 (equivalent to £7.50 a month) and all other household sizes paying £30 (or £10 a month).⁴

The new concessionary price will be available for customers receiving any of the six means tested benefits that make up Universal Credit. These include: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. For customers of non-working age, Royal Mail is also offering the new concession to those in receipt of Pension Credit.

The initiative builds on Royal Mail's drive to give lower-income households more access to its Redirection service. Customers on income-based

Job Seeker's Allowance and Pension Credit already receive a discount on the standard price of a Redirection. From November 29, these customers will see their discount increase and brought in line with the new concession prices.

To further improve access to its Redirection service, Royal Mail is also launching a new dedicated phone line for customers receiving Universal Credit and Pension Credit when they apply for the new discounted redirection rates.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Moving home can be a difficult and stressful process. UK households rely on Royal Mail's Redirection service for convenience and peace of mind. It helps to ensure they don't miss important mail such as medical appointments and financial documents or fall foul of identity fraud. We want to make our Redirection service more accessible to lower-income customers. This will mean that everyone from single adults to larger households on Universal Credit can make significant savings on standard prices when they move home."

[Royal Mail](#)



Royal Mail

08-11-2021

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Source: [Royal Mail](#)



US Postal Service Announces New Competitive Prices and Two New Mail Products for 2022

24-11-2021

Postal Service continues to offer some of the lowest letter-mail postage rates in the industrialized world and a great value in shipping as we enhance our reliability and expand our product offerings in service to the American people. Pricing actions part of balanced approach under “Delivering for America,” the Postal Service’s 10-year plan for achieving financial sustainability and service excellence.

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- Pricing actions part of balanced approach under “Delivering for America,” the Postal Service’s 10-year plan for achieving financial sustainability and service excellence.
- Rate changes will contribute to \$40 billion of investments in people, technology, and infrastructure over the next 10 years to modernize and improve the Postal Service’s operations and customer experience.
- Postal Service is also supporting mail by requesting PRC approval for two mail products focused on local communities.

The U.S. Postal Service filed notice with the Postal Regulatory Commission (PRC) today of price changes for Shipping Services to take effect Jan. 9, 2022.

The proposed prices, approved by the Postal Service Governors, would raise Shipping Services product prices approximately 3.1 percent for Priority Mail service, and 3.1 percent for Priority Mail Express service. Shipping Services price adjustments vary by product. Although Mailing Services price increases are based on the consumer price index, Shipping Services prices are primarily adjusted according to market conditions. The Governors believe these new rates will keep the Postal Service competitive while providing the agency with needed revenue.

If favorably reviewed by the PRC, the new prices will include an increase in the price of a Small Flat-Rate

Box to \$9.45. The Medium Flat-Rate Box would increase to \$16.10, the Large Flat-Rate Box would decrease to \$21.50 and the price of the APO/FPO Large Flat-Rate Box would decrease to \$20.00. Regular Flat-Rate Envelopes, Legal Flat-Rate Envelopes, and Padded Flat-Rate Envelopes would increase to \$8.95, \$9.25, and \$9.65 respectively.

The proposed domestic Priority Mail Flat Rate Retail price changes are:

United States Postal Service Announces New Competitive Prices and Two New Mail Products for 2022

Product	Current
Small Flat-Rate Box	\$8.45
Medium Flat-Rate Box	\$15.50
Large Flat-Rate Box	\$21.90
APO/FPO Large Flat-Rate Box	\$20.40
Regular Flat-Rate Envelope	\$7.95
Legal Flat-Rate Envelope	\$8.25
Padded Flat-Rate Envelope	\$8.55



The Postal Service has some of the lowest letter-mail postage rates in the industrialized world and continues to offer a great value in shipping. Unlike some other shippers, the Postal Service does not add surcharges for residential delivery or regular Saturday delivery.

The PRC will review the prices before they are scheduled to take effect. The complete Postal Service price filings with prices for all products can be found on the PRC site under the Daily Listings section at prc.gov/dockets/daily. For the Shipping Services filing, see Docket No. CP2022-22. The price change tables are also available on the Postal Service's Postal Explorer website at pe.usps.com/Price Change/Index.

The filing also included pricing to support USPS Connect, a suite of affordable package delivery solutions for businesses that the Postal Service expects to launch in 2022, if favorably reviewed.

In addition, the Postal Service is also supporting mail by requesting approval for two mail products focused on local communities. First, after a 2-year market test, the Postal Service is requesting the

establishment of a permanent Plus One product which will provide additional marketing options for businesses to reach local customers utilizing mail. Building on the USPS Connect pilot, the Postal Service is requesting approval for a market test for a new USPS Connect Local Mail product which will provide the ability to send documents within local communities for same/day next delivery.

With full implementation, the Postal Service's 10-year Delivering For America plan is designed to reverse a projected \$160 billion in operating losses over the next 10 years. The Plan's growth and efficiency initiatives, including the proposed pricing changes, together with necessary legislation, should allow the Postal Service to make investments totaling approximately \$40 billion over the next 10 years to modernize and improve our infrastructure to become more efficient and service responsive.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products, and services to fund its operations.

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



Canada Post segment reports \$264-million loss before tax in third quarter

19-11-2021

Canada Post recorded a loss before tax of \$264 million in the third quarter, a slight improvement compared to the same period a year earlier. While the first half of 2021 showed strong revenue growth from all lines of business, it slowed slightly in the third quarter as consumers returned to shop in store. Revenue gains in Transaction Mail due to the federal election and some recovery in Direct Marketing partially offset a decline in Parcels revenue for the quarter.

For the first three quarters of the year, Canada Post recorded a loss before tax of \$492 million, an improvement of \$217 million or 30.5 per cent from the same period of the prior year.

Revenue for the Canada Post segment increased by \$37 million, or 0.8¹ per cent, in the third quarter compared to the same period a year earlier. For the first three quarters of 2021, revenue increased by \$501 million, or 8.5 per cent, compared to the same period a year earlier due to increases in all lines of business. Year-over-year comparisons are affected by the impacts of COVID-19 on volumes and revenue, which began at the end of the first quarter of 2020 and affected the lines of business differently. In the third quarter of 2020, Direct Marketing and Transaction Mail volumes declined substantially, while significant and unsustainable parcel volume growth was constrained by available capacity.

Cost of operations increased by \$32 million, or 1.8 per cent, in the third quarter of 2021 and by \$275 million, or 3.3 per cent, for the first three quarters, compared to the same periods a year earlier. These increases were driven by annual wage increases and higher costs of processing and delivering parcels compared to mail. The Corporation also invested in operations and capacity.

Canada Post's long-standing mandate is to serve every Canadian address while maintaining financial self-sustainability. The pandemic has changed the needs of Canadians dramatically, putting further pressure on the Corporation's existing business model and operations. To grow the business and better meet these evolving needs, Canada Post is investing to expand capacity, improve the customer experience and innovate its operations.

Parcels

In the third quarter, Parcels revenue declined by \$31 million, or 5.3 per cent, as volumes fell by 20 million pieces, or 22.1 per cent, compared to the same period a year earlier. The reopening of stores for in-person shopping negatively impacted demand for parcels. Global supply chain issues also began to affect inbound volumes, particularly from China. For the first nine months of the year, revenue rose by \$307 million, or 11.4 per cent, as volumes declined by 2 million pieces, or 2.3 per cent, compared to the same period a year earlier. Year-to-date Parcels revenue was positively affected by more proactively managing available capacity and the mix of commercial customers and products. The Corporation continues to make investments to improve processing capacity and efficiencies to support growth in the Parcels business.

Transaction Mail

Transaction Mail revenue grew by \$21 million, or 2.4 per cent, in the third quarter as volumes rose by 8 million pieces from the same period in the prior year. This was partly due to federal election mailings. For the first three quarters of 2021, revenue grew by \$54 million, or 1.3 per cent, as volumes rose by 4 million pieces compared to the same period a year earlier, due in part to the census and federal election mailings. Despite revenue growth from these mailings, continued erosion in Transaction Mail persists as consumers and mailers migrate to digital alternatives.

Direct Marketing

Direct Marketing continued to partially recover in the third quarter, following significant declines in Personalized Mail™ and Neighbourhood Mail™ in 2020 as customers postponed or cancelled marketing campaigns due to COVID-19. Direct



Marketing revenue grew \$42 million, or 20.3 per cent, in the third quarter as volumes rose by 184 million pieces, or 21.1 per cent, compared to the same period in the prior year. While Direct Marketing results improved, some retailers delayed or cancelled marketing campaigns in the third quarter due to global supply chain issues. For the first three quarters of 2021, Direct Marketing revenue increased by \$100 million, or 15.9 per cent, as volumes increased by 497 million pieces, or 19.8 per cent, compared to the same period a year earlier.

Group of Companies

The Canada Post Group of Companies² recorded a loss before tax of \$191 million in the third quarter of 2021, marking a \$25 million improvement from the \$216 million loss before tax in the same period a year earlier. In the third quarter, Purolator's and SCI's profits before tax of \$65 million and \$7 million, respectively, helped offset the Canada Post segment's loss before tax. For the first three quarters of the year, the Group of Companies recorded a loss before tax of \$274 million, an improvement of \$328 million from the same period in 2020, when the loss before tax was \$602 million.

Due to recurring factors, the Canada Post segment would have reported a loss, regardless of COVID-19.

Background

The operations of the Canada Post Group of Companies² are funded by the revenue generated by the sale of its products and services, not taxpayer dollars.

Source: [Canada Post](#)

¹All per cent values in this news release have been adjusted for differences in business and paid days and are calculated on values rounded to the nearest thousand. In the third quarter of 2021, there was one additional business day and no difference in paid days compared to the third quarter in 2020. For the year-to-date period of 2021, there were three additional business days and three additional paid days compared to the same period in 2020.

²The Canada Post Group of Companies consists of the core Canada Post segment and its three non-wholly owned subsidiaries, Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc.



NZ Post research shows Kiwis shopping online at least once per week, spending \$25 million per day

22-11-2021

New research by NZ Post into online shopping trends shows that Kiwis are shopping online more frequently than ever before, with the average shopper buying something online at least once per week during October 2021. Shoppers spent \$25 million online every day, on average, for the 31 days of October.

NZ Post Chief Customer Officer Bryan Dobson says, “our eCommerce Spotlight report shows Kiwis spent \$765 million online in the month of October alone – that’s a 71% increase on October 2020 and the biggest month for online shopping ever. That huge demand for online shopping has resulted in NZ Post delivering over 2 million parcels every week.”

“We’re also seeing a preference for buying local. In October 74% of all online spend was with Kiwi retailers. In Auckland NZ Post has seen the demand for online shopping reaching astronomical heights – with spending online more than doubling (up 110%) compared to October 2020. In response to the demand, NZ Post has gone from delivering 440,000 parcels per week in Auckland to over 760,000.”

“We’ve been really proud to support Kiwi businesses to make sales at a time where retail restrictions have been extremely challenging for them. We made 1.2 million extra deliveries in Auckland this October compared to last year, this enabled our customers to generate an extra \$134 million in revenue.”

“While retail restrictions have eased in Auckland, the number of parcels being sent remain at unprecedented levels, and with the busy online shopping days of Singles Day, Black Friday and Cyber Monday upon us, we don’t expect this to let up anytime soon. We will be monitoring closely to see how parcels volumes are looking throughout November,” says Bryan.

“Early forecasting for the upcoming Black Friday and Cyber Monday sales shows we are expecting Kiwis to spend almost \$440 million online in the next two weeks.”

“Our teams have been working incredibly hard to deliver these huge numbers of parcels for Kiwis.

We’ve brought on hundreds of extra people, we’ve extended our operating hours and are processing 24/7, and we’ve re-designed our Auckland network to get parcels where they need to be as fast as we can. Our Posties are now helping out our Couriers too – delivering even more parcels alongside mail.”

“We have been bringing on as much extra capacity as we possibly can and our performance has improved. About half of our parcels are now being delivered on time in Auckland and Hamilton, where we have seen the most volume, but some parcels in these areas are still seeing delays of up to four or five days. Deliveries are running more smoothly across the rest the country with most parcels being delivered on time, but with one day delays on some parcels.”

We know many New Zealanders will be keen to do their Christmas shopping in store with retail restrictions now easing, but for those who are planning to do most of their shopping online, we have some tips to make sure everyone’s shopping will arrive on time and not get stuck in a backlog.

- Take note of the Christmas cut-off dates for sending presents domestically at nzpost.co.nz/personal/christmas-sending-dates-2021 and send as early as you can
- Some of the cut-off dates for sending overseas have already passed – and others are quickly approaching – make you’re aware of them before sending
- Think ahead, start planning what you want and need to buy now
- Make a list of what you need so you can place fewer, larger orders and reduce your shipping costs.
- Consider bulk buying items that you usually purchase online monthly or weekly into one larger order that can be sent in one go.



Source: [New Zealand Post](#)



Freight platform Saloodo! is now four times ISO-certified

19-11-2021

Freshly awarded four ISO certificates, Saloodo! will thus continue on its expansion course in the future.

The logistics start-up Saloodo! has been awarded ISO certificates in no less than four categories by Dekra. Customers and business partners of the digital freight platform thus receive independent proof that Saloodo! meets the highest standards in the business process.

After an intensive audit lasting several weeks by the experienced experts of Dekra, Saloodo!, the digital freight platform, has received awards according to the ISO standard for various business areas.

Thus, Saloodo! complies with ISO 14001 and 50001, two standards recognised by the International Standard Organisation and awarded to companies that have made a special commitment to sustainability.

ISO 14001 is the globally accepted and applied standard for environmental management. It sets requirements for an environmental management system that enables companies to improve their environmental performance, meet legal and other obligations and achieve environmental goals.

The goal of an energy management system according to ISO 50001 is the continuous improvement of energy performance. The standard describes the requirements for a company to introduce, operate and continuously optimise an energy management system.

Quality and customer satisfaction as well as efficiency and responsiveness are among the decisive factors for a company's competitive success. By introducing a reliable quality management system, Saloodo! can better optimise the necessary processes and procedures and make the demands on the organisation and management more efficient. This is exactly why Saloodo! has

been certified with ISO 9001. The certification shows that Saloodo! has developed management systems to subject its products and services to a continuous improvement process. And above all, it is a good confirmation for customers that they have joined exactly the right freight platform. Occupational health and safety is covered by the ISO 45001 standard, for which Saloodo! has also been certified. It confirms that Saloodo! lives up to its social responsibility and does everything in its power to demonstrably reduce the risk of injuries, accidents and work-related illnesses among its employees.

"I am particularly proud of the ISO certificates in the area of sustainability, as this topic is very close to my personal heart. Being awarded for good energy and environmental management as a logistics start-up is a challenge. At the same time, it officially confirms what I experience every day in the office in terms of environmental awareness by our employees and what we are already implementing with many topics such as Green Carrier Certification," says Dr Antje Huber, CEO Saloodo!.

Freshly awarded four ISO certificates, Saloodo! will thus continue on its expansion course in the future. Five years after the company was founded, Saloodo! is already used by more than 30,000 shippers and over 12,000 transport companies. The start-up is currently active in more than 50 countries on 4 continents and now also offers the possibility of processing shipments to customs-relevant countries such as Switzerland via Saloodo! Most recently, the company expanded its digital freight platform with a "closed shop" feature, which allows companies to offer their transport orders only to a closed user group of pre-selected transport service providers.

Source: [Deutsche Post DHL Group](#)



No printer? No problem! Royal Mail will now bring labels and collect your parcel from your door

22-11-2021

Enhanced service designed to help customers beat the queues this Christmas

Royal Mail has enhanced its popular Parcel Collect service in the run up to Christmas with posties set to deliver pre-printed postage labels to customers who need them. The move enables customers without a printer to feel the benefit of Parcel Collect, where posties collect parcels for delivery while carrying out their delivery round.

The plans to deliver pre-printed labels are also aimed at bringing even more convenience to customers who are increasingly time-poor and may not want to leave home to drop off a parcel or wait in queues – especially during the cold winter months. As the festive season approaches, it promises to be one of the most convenient ways to post presents this Christmas.

Under Parcel Collect, customers arrange for their postie to collect their parcel from their doorstep. Customers using the service simply have to book a collection online (<https://www.royalmail.com/collection>) then signal whether they would like to order a self-adhesive, pre-printed postage label to affix to their parcel*. As part of the service, postmen and postwomen will collect a parcel from the customer's door or nominated safe place**.

Through Parcel Collect, Royal Mail collects from customers at their doorstep as part of our postmen and women's daily round, which means no additional vehicles on the road resulting in fewer additional emissions and less congestion. With the UK's largest "Feet on the Street" network of over 85,000 postmen and women, Royal Mail already

has the lowest reported CO2e emissions per parcel amongst major UK delivery companies.

As well as offering even higher levels of convenience, Parcel Collect enables online sellers and online shoppers to mail or return a pre-paid item by post from the comfort of their own home. Parcel Collect is available six days a week*** and can be booked up to five days in advance and up to midnight the day before. Parcel Collect is currently priced at 60p per item, inclusive of VAT, in addition to postage costs.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Every day our posties walk past every house in the country at about the same time. People know when their postie is going to deliver and now they can send or return parcels at the same time. If people aren't going to be in, they can leave their item in a safe place for our postie to collect it and now if they don't have a printer at home, they can ask their postie to bring the label with them. How convenient is that! As the nights continue to draw in and the weather gets worse, why go out when you can stay safe and warm and leave the hard work to your friendly local postie. And even better, many of our deliveries and collections are carried out by posties who walk their rounds - the greenest way to send and return."

The nationwide launch of label-less collections follows a trial of the service in four areas of the UK earlier in the year.

Source: [Royal Mail Group plc](https://www.royalmail.com)



The new main post office has opened in Postitalo in Helsinki's city center

22-11-2021

Today, November 22, Posti has opened a fully modernized main post office in the Postitalo building, located next to the Helsinki Central Railway Station. The new main post office will have extended opening hours (8-20) for both private individuals and business customers, plus all of Posti's services under the same roof.

"The new main post office will be open from early morning to late evening, and it is easy to get to by public transport, on foot or by car. Having good parking facilities is especially important to entrepreneurs. The new store will be accessible and have different kinds of services available. Our competent staff will gladly serve you in person or you can choose self-service. We wanted to make sending, receiving and returning parcels as easy and smooth as possible," says Arttu Holmérus, who is responsible for Posti's parcel and e-commerce business.

The official opening celebration will be held on

Black Friday, November 26, and there will be entertainment throughout the day, during the store's opening hours.

"Opening the main post office in Helsinki's city center has received a lot of positive feedback from our customers. It is great to get to encounter our customers at this iconic and central location. I warmly welcome all to visit our new main post office. Doors opened today and we will be officially celebrating our opening throughout Black Friday, November 26," says Holmérus.

Source: [Posti](#)



Posti to open its temporary parcel pickup points this week

23-11-2021

The Christmas season is the busiest time of the year for Posti, and people are starting to buy Christmas presents even earlier. Parcel traffic starts to increase at the latest on Black Friday - which this year falls on Friday, November 26 - and this development will reach its peak at Christmas. There is currently a lot of parcel traffic and online shopping is active, but Finns have also returned to shopping centers and to using services to an increasing extent.

On November 25, Posti will open 101 temporary pickup points around Finland for the peak season. Some of the temporary pickup points are Posti's own and some are operated by Posti's partners. The temporary pickup points will be placed near the most popular parcel lockers, which minimizes the distance recipients will have to travel to the temporary pickup point if the original parcel locker is full. Parcels can also be ordered to be delivered directly to a temporary pickup point, and it's also possible to return online purchases to temporary pickup points. In-person service is provided at all temporary pickup points, which means that an employee will be there to hand over parcels and help with returns if needed.

In addition to temporary pickup points, customers are also served at 3,300 service points throughout Finland

The planning for Posti's peak season already began in the first months of this year, and 5–10 new parcel lockers have been opened every week this year. There are now 400 more parcel lockers and 100 more in-person service points than last year. In addition to the more extensive retail network and the temporary pickup points, Posti is also preparing for the Christmas season by increasing the shelf space at its service points.

“Christmas is an important holiday for Finns, and we are doing everything we can to ensure smooth parcel deliveries and a great Christmas spirit. There will definitely be very many parcels delivered this year, which means that there may not always be

space for your parcel at the pickup location chosen for it. If this happens, we will route the parcel to the nearest available pickup point. If you feel that the parcel has been sent too far away or to a completely wrong place, you can always contact us using the OmaPosti chat service or by calling us, and we will sort out the situation,” says Tommi Kässi, Posti's Vice President for Parcel and eCommerce.

Posti encourages its customers to pick up their parcels as soon as possible to free up space for new parcels arriving at parcel lockers, pickup points and Posti outlets.

Sunday parcel deliveries start on Black Friday

To speed up its parcel delivery, Posti is also adding some extra deliveries. On Black Friday, November 26, Posti will start delivering parcels to the most popular parcel lockers seven days a week. Parcels will be picked up and delivered to recipients on four Sundays: November 28, December 5, December 12 and December 19. The seven-day parcel delivery covers about half of the entire population. In addition to the capital region, Sunday deliveries cover Jyväskylä, Kuopio, Lahti, Oulu, Pori, Seinäjoki, Tampere and Turku. Parcel home deliveries are also expected to increase late in the year.

You can check the locations of all Posti service points, such as Posti outlets, parcel lockers and temporary pickup points at <https://www.posti.fi/en/service-points-on-map>

Source: [Posti](#)



DHL Express is piloting the first hydrogen truck throughout Deutsche Post DHL Group

23-11-2021

The program's goal is to facilitate the development of low-carbon heavy-duty vehicles on hydrogen for logistic applications and gain practical experience.

DHL Express is the first within Deutsche Post DHL Group to test hydrogen-fueled trucks for the long haul. Together with its customer Apple, DHL pilots the vehicle between Breda, the Netherlands, and Brussels, Belgium, as part of the Interreg NW Europe program H2-Share, coordinated by WaterstofNet. The program's goal is to facilitate the development of low-carbon heavy-duty vehicles on hydrogen for logistic applications and gain practical experience in different regions. It creates a transnational living lab and basis for the development of the zero-emission heavy-duty vehicle industry.

"In a globalized world, sustainable and clean fuels are essential for climate-neutral logistics. Not only for sea and air freight but also line-haul road freight, as these help reduce CO2 emissions," says Alberto Nobis, CEO DHL Express Europe. "That's why we engage not only in the electrification of our fleet but also invest in the development of alternative drive systems for very long ranges. The project shows that we can achieve truly emission-free logistics in Europe if we join forces and build on experience."

While battery-electric trucks can operate efficiently within last-mile delivery, fuels from renewable energies such as hydrogen are essential for zero-emission line-haul. Due to their vast potential, DHL Express is now testing a heavy-duty vehicle, with a fuel cell range extender from VDL. The truck, operated by Dutch Nassau Sneltransport, covers a daily distance of around 200 km, running the cross-border route between the Netherlands and Belgium. The truck refuels on a daily basis in Breda at a mobile fuel station from Wystrach as part of the project. It transports deliveries of DHL Express' customer Apple. During the piloting phase, up to 350 tons of CO2 can be saved with the new technology.

In line with its Sustainability Roadmap, Deutsche Post DHL Group is heavily investing in the use of alternative fuels. Hydrogen is opening up a new market and can contribute to green transport solutions. Insights from the project help evaluate the potential of this fuel alternative and support decision-making processes.

Source: [Deutsche Post DHL Group](#)



DHL Freight obtains further certification for global management system

23-11-2021

The certificates demonstrate the high degree of compliance of DHL Freight's integrated management system with the requirements of the international industrial standards.

DHL Freight, one of the leading providers of road freight services in Europe, has successfully renewed three certificates of the DEKRA certification body for its integrated management system, and has obtained another one for occupational health and safety. The certificates demonstrate the high degree of compliance of DHL Freight's integrated management system with the requirements of the international industrial standards ISO 9001 (quality management), ISO 14001 (environmental management), ISO 50001 (energy management) and ISO 45001 (occupational health and safety). "We're delighted that in addition to renewing the certificates from last year, we were rewarded for our efforts in occupational safety with a further certificate - after all, the health and safety of our employees is our top priority. The successful certification shows that our management process focused on the health and well-being of employees and subcontractors is compliant with the highest and most up-to-date international standards," says Dr. Thomas Vogel, COO DHL Freight and CEO DHL Freight DACH.

DHL Freight's integrated management system is certified according to a global matrix certification process carried out jointly with the independent certification body DEKRA. The four certificates apply to the entire DHL Freight business department. That

means the system covers all 61 European DHL Freight units, including DHL Freight specialist units such as DHL FoodLogistics and DHL Global Event Logistics, and Unitrans network partners in Germany. Around 325 locations are certified under the umbrella of "National and international transport, logistics and customs services and consulting".

"Once again, DHL Freight has successfully certified its management systems, proving that it is able to meet the necessary requirements as a freight carrier at the highest level. We're very pleased that DHL Freight has done so well," says Dr. Rolf Kroekel, CEO of DEKRA Certification GmbH.

"The three renewed certificates for quality management, environmental management and energy management recognize us as a high-level, sustainable company and that is something we're very proud of. They are a tribute to our tireless efforts to protect the environment and reduce emissions and energy. They also confirm that endeavors to improve sustainability do not have to be in conflict with commercial success - on the contrary, the two can go hand in hand as they do at DHL," adds Daniel Schuemmer, Global Head of Certification Management, DHL Freight.

Source: [Deutsche Post DHL Group](#)



Major programme to enhance the IPC Global Customer Service System is now completed

25-11-2021

25 November - The major programme launched earlier this year to further enhance the IPC Global Customer Service System (GCSS) is now fully complete, with the release of the second phase in November. GCSS is a web-based application enabling the exchange of inquiries between customer service departments of the posts. It currently links 290 call centres globally in 190 countries. This enhancement programme brings more visibility and transparency and makes GCSS more user friendly and intuitive for over 6000 customer service agents using it throughout the world.

Liam O’Sullivan, Chief Operations Officer, says: *“We believe that these changes to GCSS make it more intuitive, more ergonomic and user friendly whilst adding some extra features which will add additional value. As international tracked mail volumes continue to increase significantly, the enhancements to GCSS directly benefit Postal operators’ customer service centres worldwide, enabling them to best respond to increasing demands from e-retailers and consumers for swift information about all inquiry matters”.*

The enhancement programme was divided into two phases. The first phase, released in May 2021, already introduced, amongst others, a new Force Majeure functionality within GCSS which will allow IPC to promptly respond to customer service centre related Force Majeure claims (such as a customer service centre power outage). An enhanced auto-population functionality was introduced to

assist GCSS users when creating inquiries by automatically extracting ITMATT in addition to EMSEVT data to populate inquiry fields at the start of the process.

In November, the second phase of the enhancement programme of GCSS has been completed, introducing, amongst others, a series of improvements and new features, such as easily accessible and customisable filters, intelligent guidance, and messaging to promote quality and to facilitate established processes. Display Tracking Information for inquiries has also been optimised. By having the tracking feature always available on-screen, customer service agents can now access event information in a user-friendly way. Furthermore, a User Cockpit has been introduced, to provide customer service centres with a consolidated view of their GCSS open workflow. It will provide each GCSS customer service team with early visibility of actions which can positively impact customer satisfaction and related Key Performance Indicator (KPI) achievement.

All enhancements will be presented to all GCSS users in Europe, America, Asia-Pacific and rest of the world through specific online interactive presentations and demonstrations and via YouTube tutorials.

