

Pandemic fuels Australian online shopping boom

31-03-2021

Australians shopped up a storm online last year, with growth in eCommerce up more than 57 per cent from the previous year as the COVID-19 pandemic pushed the industry into overdrive and triggered years of growth in a compressed 12-month period.

Australia Post's 2021 Inside Australian Online Shopping report, released today, provides a detailed look at the key insights and trends that emerged during 2020.

With many bricks and mortar outlets closing due to COVID-19 restrictions, and Australians spending more time at home, the shift to online shopping created a significant change for Australian eCommerce.

Australia Post General Manager Parcel and Express Services, Ben Franzi, said in 2020 online became an essential shopping channel.

"Australians spent an incredible \$50.5 billion online last year, and eCommerce accounted for 16.3 per cent of total retail spend¹.

"Almost nine million households across the country bought something online as people shopped for the things they needed, avoiding large shopping centres and other busy retail settings.

"More than 1.3 million of these households were first-time shoppers with 93 per cent of their initial purchases made between March and December," Mr Franzi continued.

Increased comfort and confidence buying online meant buying habits shifted significantly as the year progressed. New

online shoppers became regular shoppers by year's end, while the more seasoned online shoppers ramped up the frequency of purchases.

"We found that of the 240,000 households who made an online purchase for the first time in April, half were regular shoppers by the end of the year after shopping online in at least three of the months between May and December," said Mr Franzi.

"When it comes to seasoned shoppers, the average household increased its online shopping frequency by at least 10 purchases over the year and the range of categories and retailers they purchased from also expanded significantly.

"Shoppers are more engaged and comfortable buying online than ever before and this trend has continued into 2021. We're seeing around five million households continue to buy on a monthly basis which is 1.1 million more than the average in 2019," Mr Franzi concluded.

Across the country in 2020, every State and Territory recorded double digit growth. Victoria, which spent more time in lockdown than the rest of the country, led the way with year-on-year (YOY) purchase growth of 82 per cent, followed by New South Wales with 50.5 per cent.

Leading categories were Food and Liquor and Home & Garden products, each up 77 per cent and 70 per cent YOY respectively, as people spent more days at home and invested their time on domestic projects.

Point Cook in Melbourne's West was the top online shopping location nationally for the sixth year running. The biggest mover in the top 10 was Doreen in Melbourne's outer North, climbing 13 places in 12 months to

take the number five spot.

The 2020 Inside Australian Online Shopping Report is available for download at auspost.com.au/einsights.

Online Physical Goods Index (produced by Quantium), and ABS Retail Trade s.a. excluding cafés, restaurants and takeaway food services, Feb 2021.

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



Board of Directors

07-04-2021

Mr. François Cornelis has decided to resign as bpost independent director with effect from March 31, 2021.

Mr. François Cornelis has decided to resign as bpost independent director with effect from March 31, 2021.

The Board of Directors respects Mr. François Cornelis' choice and wishes to express its gratitude to François Cornelis for his commitment and dedication to bpost.

Until the appointment of a new chairman by the Board of Directors following the Annual

Shareholders' Meeting on May 12, 2021 , the Board of Directors has appointed Mr. Ray Stewart (independent director) as chairman of the Board of Directors and Mr. Mike Stone (independent director) as chairman of the Strategic Committee. Mr. Laurent Levoux (non-executive director) remains chairman of the Remuneration & Nominations Committee.

Source: [bpost](#)



La Banque Postale has entered into a partnership with Ebury to offer its SME customers an open banking solution to support their international activities

02-04-2021

La Banque Postale has entered into a partnership with Ebury to offer its SME customers an open banking solution to support their international activities. This initiative illustrates La Banque Postale's ambition to be a major banking partner for French companies by adopting an innovative model resulting from collaboration with tech players.

In order to support its SME customers in their international activities, La Banque Postale is enhancing its offer by joining forces with Ebury. This partnership will enable the bank's customers who have access to Ebury's services to open a foreign currency account, carry out spot foreign exchange transactions in 140 currencies and make international transfers from a secure, dedicated platform, 24 hours a day, 7 days a week.

A partnership to accelerate in a growing specialised market

This solution is designed for companies that carry out, or have the potential to carry out, international trade operations involving the import and export of goods or services.

In France, more than a third of French SMEs generate on average almost 20% of their turnover from exports.

This value-creating partnership will provide an immediate, integrated and secure international offering for the customer segment that needs it most.

A development strategy for the corporate market

This partnership is part of La Banque Postale's 2030 strategic plan, whose ambition is to accelerate the development of its diversification businesses, where it has developed recognized positions of expertise and leadership, particularly in the corporate market, where it aims to achieve a 5% market share by 2025 by doubling the number of customers.

This initiative also positions the bank as a reliable and robust partner in the digitalisation of customer processes, including the management of international flows and foreign exchange, in line with its objective of adopting an innovative model of open platforms built in collaboration with Tech players.

"This partnership with Ebury, a fintech specialised in simplified international transactions for businesses, allows us to support our SME customers in their international activities with an integrated, secure and efficient open banking solution. This project illustrates our ambition to become a reference banking partner for businesses by 2025 through innovative digitized paths," said Serge Bayard, Deputy Chief Executive Officer of the corporate and investment bank serving businesses, local

authorities and institutions, and Director of Businesses and Territorial Development at La Banque Postale.

“Ebury is delighted with this new partnership with a bank that has embraced innovation. We are proud that a French bank is

partnering with a fintech to provide this service to businesses, streamlining their international transactions and enabling them to consolidate their internationalisation” said Cyril Léger, Managing Director of Ebury France.

Source: [Le Groupe La Poste](#)



Changes in the prices of international parcel services from May 3

31-03-2021

The COVID-19 pandemic has significantly reduced international flight freight capacity, which has led to increasing cost levels in international transport. The prices of air freight have doubled or tripled compared to the pre-pandemic period. As a result of the air freight transport costs, we had to revise our international parcel service prices.

Parcels can be sent abroad through Posti as postal parcels or Express parcels delivered to the doorstep. Sending a parcel is more affordable as self-service, in other words, by sending it with the OmaPosti application or online. The price of a parcel sent abroad depends on the tariff zone of the destination country and the size (when using self-service) or weight (when sent from a Posti service point) of the parcel.

We are revising our international parcel service prices as follows:

3.5.2021 onward

- The prices of international Postal Parcels and Express Parcels are increasing for payment zones 3 and 4, which mainly include countries outside the EU. For example, the price of

Postal Parcel M will increase by EUR 5, whereas S Plus and L parcels will increase by EUR 10 when buying via OmaPosti or online.

- The price change does not apply to zones 1 and 2, which include EU countries and the UK.

You can drop off a pre-paid parcel at any of Posti's 2,150 Parcel Lockers or 800 personal service points.

Despite reduced air freight capacity, we have managed to open a significant number of foreign destinations that have been cut off. These include, for example, Australia and New Zealand.

More information about sending parcels abroad.

Source: [Posti](#)



Strongest first quarter ever: Preliminary results of Deutsche Post DHL Group above market expectations

12-04-2021

The positive development of the group's businesses seen in the fourth quarter 2020 has continued well through the first quarter 2021. Deutsche Post DHL Group has today released preliminary results for the first quarter of 2021 and has raised the outlook for the current financial year. Preliminary operating profit (EBIT) for the first three months improved to around EUR 1.9 billion (Q1 2020: EUR 592 million).

The positive development of the group's businesses seen in the fourth quarter 2020 has continued well through the first quarter 2021. In the first three months of the year the B2C shipment volumes remained high in all networks while the recovery in the B2B business continued.

"The start to the new financial year was more dynamic than ever. It proves that we have successfully geared our business to the right growth drivers. One year into the pandemic we experienced in the first quarter 2021 a sustained momentum in e-commerce and a significant stabilization in global trade with increasing air- and sea-freight volumes. Consequently all divisions reported a significant jump in earnings above market expectations. Global trade continues to recover and vaccine distribution is in full swing which makes me very optimistic for the rest of 2021 and beyond", said Frank Appel, CEO of Deutsche Post DHL Group.

All divisions optimally positioned for continuing e-commerce boom and growth in global trade

Express: The division reached an EBIT of around EUR 955 million in the first quarter 2021 compared to EUR 393 million in Q1 2020.

Global Forwarding, Freight: EBIT in Global Forwarding, Freight stood at around EUR 215 million in Q1 2021, clearly above previous year's Q1 of EUR 73 million.

Supply Chain: EBIT at Supply Chain came in at around EUR 165 million in the first quarter 2021 compared to EUR 105 million in Q1 2020.

eCommerce Solutions: eCommerce Solutions recorded a first quarter 2021 EBIT of around EUR 115 million, clearly above last year's Q1 result of EUR 6 million.

Post & Parcel Germany: EBIT in Post & Parcel Germany in Q1 2021 was around EUR 555 million (Q1 2020: EUR 334 million).

Earnings momentum mirrored in positive cash flow development and improved outlook

The continued positive business development is underpinned by a strong cash flow development; free cash flow amounted to around EUR 1.0 billion in the first quarter 2021. In Q1 2020 this figure was still negative at EUR -409 million.

In light of the strong earnings momentum,

guidance for 2021 is adjusted as follows:

Group EBIT for 2021 is now expected to be significantly above EUR 5.6 billion (previous forecast: more than EUR 5.6 billion).

Equally, the result for the DHL divisions is now seen significantly above EUR 4.5 billion (previous forecast: more than EUR 4.5 billion). EBIT for the Post & Parcel Germany division is no longer expected at around EUR 1.6 billion but above EUR 1.6 billion. The expectation of a Group Functions EBIT

of around EUR -0.4 billion remains unchanged. Full year 2021 Free Cash Flow is now expected to be significantly above EUR 2.3 billion (previous forecast: around EUR 2.3 billion).

The Group will introduce a revised detailed guidance with the comprehensive disclosure for Q1 2021 which will be published as planned on May 5, 2021.

Source: [Deutsche Post DHL Group](#)