

## Postmaster General and CEO Louis DeJoy's Remarks During Nov. 10, 2022, Postal Service Board of Governors Meeting

10-11-2022

The below remarks are as prepared for delivery by Postmaster General and CEO Louis DeJoy during the open session meeting of the Postal Service Board of Governors on Nov. 10, 2022.

"Thank you, Mr. Chairman, and I thank all our Governors for their commitment to public service and their support for our initiatives to transform the Postal Service.

As the Chairman has identified, we have accomplished a great deal since the release of the Delivering for America Plan. The Postal Service's new organizational structure and improving operational discipline, combined with a purposeful long-term strategy, has made the organization more confident in pursuing its transformative agenda to accomplish its public service mission—which is to deliver to 163 million addresses and cover all of its cost through selling its products and services.

Over the last two years we have stabilized our operations, evolved our products, improved our service, strengthened our balance sheet, halved our projected losses and—motivated our employees to join us in this transformation. I am proud of our leadership team, our union leadership, and our whole organization, for their willingness to pursue the rescue operations necessary to stabilize this cherished institution and set it on a course for a brighter future.

While a lot has been accomplished, there is still much more to be done.

We still face significant losses, our carriers still drive 30-year-old vehicles, our plants and post offices still have significant deferred maintenance and are not aligned for the intended mission and our technology and business processes need to be brought into the modern era. This leadership team is committed to moving as fast as possible to accomplish the major changes necessary to improve this condition and the financial trajectory. While we are committed to our public service mission, we must move at the speed of private industry, if not faster, to effect this transformation before we again begin to drain our cash position.

As the Postal Reform Acts states, we must move mail and packages in an integrated network and deliver to 163 million delivery points six days a week and cover our cost. And our mission to serve is growing. Our delivery points continue to expand with over 1.7 million new addresses added just last year, while mail volume continues to decline-by approximately 3% annually.

Albeit improving, the Postal Service currently does not have an integrated mail and package network that satisfies our service and cost objectives.

We need to configure one from within our existing infrastructure while serving the nation. It is the only successful path forward to avoid future government funding.

This means from collections to delivery, aggregated mail and packages should progress through a series of logically sequenced value added and cost-effective facilities and processes.

This is what is needed to grow our revenue, reduce our operating cost, and reduce our carbon footprint. As I have said before, this means change—a lot of it—and it takes time.

With stakeholder cooperation, this will take five years to mostly accomplish. Without stakeholder cooperation, a lot longer.

We have a plan that will serve the American people and our mail and package customers and conform to the laws and we are marching forward with it.

Unfortunately, with all that has been accomplished financially, our 2023 budget will not show the breakeven results we were striving for.

As our CFO will later show you, our budget for next year includes close to \$3 billion dollars of CSRS costs and \$1.5 billion of inflation costs over what we planned. Having said that, the Postal Service continues to move forward with its various cost and revenue initiatives to improve.

Financial predictability and success will come when we get the administrative correction for CSRS and we begin to bear the fruits of the changes to our network underway.

In the meantime, the leadership team and the whole organization will continue to grind out the cost and revenue improvements we can attain – while delivering improving service performance – as identified in our 10- year plan.

Concerning the coming peak season, we are well prepared with the significant increase in processing equipment and improvement in operating techniques deployed over the last two years.

We have also stabilized our workforce and require adding only 20,000 seasonal workers for this year's peak.

For perspective, last month the postal service delivered over 567 million packages across our 163 million delivery points. Over 99% of those deliveries received 90% on time delivery service throughout the country. We accomplished this while delivering 11.3 billion pieces of mail with similar success.

Our customers and the American people should feel confident in the service we will provide for the holiday season, so use us to fill you orders, send your gifts, mail your holiday cards and letters and conduct your normal business. We will not disappoint.

Concerning other matters of interest, we continue to work our strategy for vehicle acquisitions and look forward to filing our SEIS as soon as possible.

I now want to thank all our employees for another successful engagement in the election process. I haven't seen the final performance numbers yet, but I am sure they are going to be great.

A special thanks to Adrienne Marshall our Director of Election and Government Mail, to our Union task force and to Governor McReynolds and our Board Election Committee.

Your contributions are of great value to the Postal Service and the American people.

And finally, I would like to wish our leadership team, our Governors, our employees, our stakeholders and all Americans a safe and happy holiday season and I hope everyone receives lots of goodies through the mail.”

Source: [USPS](#)



## Australia Post's price increase for letters not opposed

11-11-2022

The ACCC does not object to Australia Post's draft proposal to increase the price of its reserved ordinary letter service by 9.1 per cent.

Under the draft proposal, Australia Post intends to increase the basic postage rate, which is the price to deliver ordinary small letters, from \$1.10 to \$1.20. It also intends to increase the price of ordinary large letters up to 125 grams from \$2.20 to \$2.40, and the price of ordinary large letters between 125 grams and 250 grams from \$3.30 to \$3.60.

Australia Post is not proposing to increase the price of concession stamps (60 cents) or stamps for seasonal greeting cards (65 cents).

"We are satisfied that the proposed price increase is unlikely to result in Australia Post recovering more than the cost of providing the letter services," ACCC Commissioner Anna Brakey said.

"The combination of declining letter volumes and an increasing number of delivery points around the country has increased the cost of delivering letters."

"The ACCC acknowledges the current inflationary environment and cost-of-living pressures faced by Australian consumers, and we have considered the affordability impacts of the proposed price increase on consumers and small businesses," Ms Brakey said.

"The average Australian sends about 15 letters each year, meaning the increase is likely to cost about \$1.50 per year for people without a concession card."

The ACCC assesses price increase proposals for letter services in accordance with the Competition and Consumer Act. The ACCC does not have the role of approving any proposed price increase under the Australia Post price notification framework.

Australia Post is not subject to any obligation to notify the ACCC about a decision to increase the price of any other service, such as its parcel services.

The ACCC will issue a final decision after it receives a formal price notification from Australia Post. This is expected to occur in December 2022.

Australia Post must also notify the Minister for Communications of the proposed price increase and must not increase prices if the Minister rejects the proposal within 30 days.

Australia Post has told the ACCC it intends to implement the increases in January 2023.

The ACCC's view on Australia Post's draft proposal is available at [Australia Post - letter pricing 2022](#)

Source: [ACCC](#)



## Parcel prices at Posti's service points and packaging material prices will change on December 1, 2022

08-11-2022

### Parcel prices at service points as of December 1, 2022

The price change affect parcels that are bought at Posti's service points and sent to Mainland Finland or Åland. The new prices:

To Mainland Finland:

- max 2 kg parcel: 10.90 €
- max 5 kg parcel: 12.90 €
- max 10 kg parcel: 15.90 €
- max 15 kg parcel: 19.90 €
- max 35 kg parcel: 29.90 €

To Åland:

- max 2 kg parcel: 12.90 €
- max 5 kg parcel: 14.90 €
- max 10 kg parcel: 17.90 €
- max 15 kg parcel: 21.90 €
- max 35 kg parcel: 31.90 €

Prices of parcels bought [online](#), in OmaPosti or at OmaPosti kiosks will remain the same. Prices for contract customers will also not

change.

The reason for the price increase is the increased cost of parcel shipment, sorting and handling, especially the increased fuel costs.

### Packaging material prices as of December 1, 2022

New prices for Posti's packaging materials come into effect on December 1. The prices will be used in service points and [Posti's online store](#):

- Box ½ XXS: 2.20 €
- Box XXS: 2.40 €
- Box XS: 3.00 €
- Box S: 3.40 €
- Box M: 3.80 €
- Box L: 4.20 €
- Box XL: 4.60 €

Packaging material prices cover procurement, warehousing, and the future development of environmentally friendly packaging materials.

Source: [Posti](#)



## PostNL: measures to limit impact of union action

21-11-2022

Furthermore, PostNL has filed a petition at the court in The Hague for an injunction to stop strikes that could hamper essential services. Meanwhile, PostNL continues CLA negotiations with two unions, BVPP and CNV, this week.

Jeroen Veldstra, head of PostNL's CLA negotiations team, says: "It goes without saying that we recognise the right of a union to organise strikes. However, to strike during peak season could lead to disproportionate damage and risks. By choosing this moment to try to organise a strike, FNV attacks the interests of consumers, customers and PostNL employees, who it claims to represent.

Therefore, PostNL has filed a petition at the court in The Hague for an injunction to prevent union action from disturbing essential services.

In December 2018 The Hague court ruled in favor of PostNL in comparable circumstances. At the time, the court stopped FNV to strike at PostNL for more than 15 minutes per day during the December holidays. This judgement prevented actions to disrupt mail and parcel delivery during peak season.

Source: [PostNL](#)



## Posti employee has passed away as a victim of a very serious act of violence

19-11-2022

Our employee, who worked in our early-morning delivery was a victim of a serious act of violence on their distribution route on the night of November 17 in Myyrmäki, Vantaa. To our great sorrow, we have been informed that our employee has passed away of the injuries suffered in the attack.

"Our whole work community is deeply shocked by what has happened and the very sad news. Our thoughts are with the family and loved ones of our deceased colleague, and we want to express our deepest condolences for them in these difficult and hard times. We hope that the family, loved ones and our work community of our deceased colleague are allowed to process the grief in peace," says Timo Koskinen, Senior Vice President, Human Resources at Posti.

"We make sure that the work community and colleagues have all possible support and help in handling the matter. We have offered

and continue to offer crisis assistance, and here our internal team is also supported by crisis assistance professionals from our occupational health services. We also offer support to the next of kin," he continues.

The police informed that they have taken one person in custody and the suspect is presented for arrest on 20 November. The police are continuing to investigate the crime and are responsible for providing further information.

Source: [Posti](#)



## Australia to recommence receiving international sea mail

21-11-2022

Australia Post today announced the resumption of inbound international sea mail from Monday 21 November 2022.

Sea mail entering Australia from overseas was temporarily suspended from 1 October 2022. Australia Post continued to accept mail that had been sent to Australia by air during the suspension, and there was no impact to outbound items, whether sent by sea or by air.

Australia Post's Group Chief Executive Officer and Managing Director Paul Graham said: "We are pleased to once again accept inbound international sea mail. We know that the temporary suspension inconvenienced some of our overseas and local customers and have worked tirelessly to restart the service."

"We are confident that our collaborative efforts between Australia Post, our border agencies and international partners will reduce the amount of prohibited items coming into Australia. Our highest

priority is the safety and wellbeing of our people, as well as supporting government agencies in their crucial roles to protect our borders."

The Australian Border Force (ABF) and Department of Agriculture, Forestry and Fisheries (DAFF) continue to be ready to screen and process international mail. Keeping the Australian community and environment safe from harm while processing mail as quickly as possible continues to be a priority.

Australia Post and the relevant border agencies will continue to closely monitor the volume of prohibited items coming into Australia and will take all steps necessary to ensure our border integrity remains intact.

Source: [Australia Post](#)



## Postcom assesses that Smood SA is not subject to the obligation to register as a postal operator

03-11-2022

According to Art. 4 para. 1 of the Postal Law, is subject to the obligation to register as a postal operator anyone who offers postal services to customers in his own name and on a professional basis. Postal services refer on the one hand to the processing of specific items, postal items, i.e. letters, parcels, newspapers and periodicals, and on the other hand to certain postal processes, namely the receipt, collection, sorting, transport and distribution of these items. Whether the provider actually provides the postal services itself or subcontracts those services to other entities is not relevant for the question of the obligation to register as a postal operator.

At the end of 2019, the Technical Secretariat of the Federal Postal Commission PostCom informed Smood AG that it had information indicating that the company provided postal services on a professional basis and reminded it, that a postal service provider must register with PostCom. Subsequently, Smood SA informed the Secretariat that, under its business model, it did not consider itself to be such a provider. The company claimed that it resold goods previously acquired from suppliers to customers. The undertaking thus operates a delivery service for itself and not for senders of postal items. The condition of a service to customers is therefore not satisfied.

### Expert report: Smood contracts to be qualified as sales contracts

In order to analyse the contracts between Smood and its partners, PostCom requested an expert appraisal from Professor Sylvain Marchand of the University of Geneva as an investigative measure. The main conclusions of the expert appraisal are as follows:

- Contracts between Smood and its partners must be qualified as sales contracts with a sales aspect with successive deliveries. Contracts between Smood and its customers must also be qualified as sales contracts.
- The contracts between Smood and its partners and between Smood and the customers contain the

typical obligations of a sales contract, with some ancillary obligations of the seller. The sequence in which contracts are concluded and the chronology of an order are not such as to call into question the classification of those contracts.

- The partners assume the contractual guarantees of the seller with regard to Smood. Smood assumes the contractual guarantees of the seller towards the customers.
- Smood is free to set the prices of the products sold to customers, which confirms that it is, with regard to customers, the seller and not the carrier.

### The obligation to notify is limited to postal services provided on behalf of third parties

PostCom has always retained in accordance with Art. 4 para. 1 of the Postal Law, that the obligation to notify is limited to postal services provided on behalf of third parties in order to obtain a profit. Third parties are to be understood as senders of postal items and not as recipients, since only the service provider responsible [...] for managing the entire process in relation to the sender is required to register with PostCom (Federal Council Message of 20 May 2009 on the Swiss Post Act, FF 2009 4680). On the basis of this interpretation, PostCom considers that companies carrying their own items are not subject to the obligation to report. In the present case, this implies that Smood does not meet the criteria for submission to postal legislation and that this company is therefore not obliged to register with PostCom.

The decision, [published on the PostCom website](#), has not yet entered into force and can be appealed to the Federal Administrative Court within 30 days of notification.

Source: [PostCom](#)

## USPS Enters Peak Holiday Season with Strong Delivery Performance Across All Categories

25-11-2022

The United States Postal Service reported new delivery performance metrics for the seventh week of the FY2023 first quarter as the agency enters the busiest shipping season of the year. During the reporting period, the average time to deliver a mailpiece or package across the postal network was 2.5 days for the fourth consecutive week.

FY2023 first quarter service performance scores covering Oct. 1 through Nov. 18 included:

**First-Class Mail:** 92.2 percent of First-Class Mail delivered on time against the USPS service standard, a slight decrease of 0.9 percentage points from the fiscal fourth quarter.

**Marketing Mail:** 94.1 percent of Marketing Mail delivered on time against the USPS service standard, a slight decrease of 0.6 percentage points from the fiscal fourth quarter.

**Periodicals:** 86.6 percent of Periodicals delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

The Postal Service is in a strong position heading into the holiday mailing and shipping rush. The organization recently completed the installation of 137 new package sorting machines across its network which will expand daily package processing capacity to 60 million. This brings the organization's total to 249 new processing machines since the launch of the Delivering for America plan in March 2021 and are part of a \$40 billion investment in the postal network.

The Postal Service's preparedness for the holiday season reflects strategic investments and operational precision improvements

made as part of the Delivering for America plan. Additional holiday hiring initiatives include:

Stabilizing the USPS permanent workforce by converting 100,000 workers to full time since the beginning of 2021; with more than 41,000 part time workers converted to full time since January 2022.

Actively hiring an additional 20,000 seasonal employees ahead of the holiday season.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

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](#)



## bpost delivers letters and parcels without emissions in European capital

24-11-2022

Letters and parcels for private households are delivered in a carbon-neutral manner in the postcode area 1000 Brussels: on foot or using the 61 electric vehicles and 14 electric bike trailers.

bpost optimises its last-mile approach for deliveries. Almost all letters and parcels are now delivered without emissions in the postcode area 1000 Brussels, which extends from the morning market in the north to Bois de la Cambre in the south of the city. Mail is delivered on regular rounds within that zone on foot or using electric vehicles and electric bike trailers.

As well as improving air quality through a drastic reduction in carbon and fine particulate matter emissions, this green fleet also helps cut urban congestion. Deliveries to pick-up points close to customers are preferred to minimize journeys that end in an unsuccessful delivery.

A hybrid network of 31 pick-up points has been selected based on strategic location and accessibility criteria. Citizens never have to go more than 500 metres to pick up a parcel, which they can do as part of their commute or when they do their shopping.

### Towards the green last mile in the 19 municipalities

This project is driven by a bigger ambition in Brussels. In close partnership with VUB-MOBI, bpost has launched a project to transform the 19 municipalities of the Brussels-Capital Region (BCR) into one large Ecozone in which all deliveries will be made emission-free by 2025.

bpost's aim is to show that a carbon-neutral logistics system can be set up in the BCR by drawing on a combination of different logistics solutions (electric vehicles and e-bikes, a dense pick-up point network) and urban micro-hubs.

### A recognised concept, sustainable ambitions

bpost's ambition is to establish zero-emission deliveries in 25 Belgian cities by 2025, by adopting electric vehicles, electric bike trailers and a dense network of pick-up points (post offices, post points, parcel points) and parcel lockers. The current Ecozones are Mechelen, Leuven, Namur, Mons and Louvain-la-Neuve. We are setting the right example in sustainable urban logistics. In Mechelen we have cut carbon emissions in connection with home deliveries and deliveries to pick-up points by 97%.

The Ecozone concept recently won three prizes – the Logistics Award, the Innovation Award and the Jury Prize – at the BeCommerce Awards VZW 2022.

### 1000 Brussels – Key delivery figures

Number of electric vehicles: 61

Number of electric bike trailers: 14

Number of rounds: 75

Number of delivery staff: 110

A network of 31 pick-up points in 1000 Brussels

7 parcel locker locations

20 post points and parcel points

4 post offices

All told, then, a pick-up point no more than 500 metres from 90% of all users in 1000 Brussels.

Source: [bpost](#)



## DHL Supply Chain develops 400,000 sqm of carbon neutral warehouses for customers in European key markets

24-11-2022

The real estate experts of DHL Supply Chain have developed a carbon neutral real estate portfolio of 400,000 sqm to support customers' growth requirements across six European Tier 1 markets. Located in central logistics areas all sites will benefit from excellent multi modal transport connectivity, designed to serve customers across different sectors.

All buildings will have modern technical specifications, reflecting a campus concept and become mission-critical hubs for DHL Supply Chain and its national and international customers. The 14 units, constructed across 10 development sites, are located across major logistics markets in Germany, Netherlands, Sweden, Finland, Italy and Poland. All buildings will meet key sustainability criteria such as BREEAM Excellent and EPC A, comply with EU taxonomy and undergo a Carbon Risk Real Estate Monitor (CRREM) assessment.

"The development of 400,000 sqm of carbon neutral warehouses is an important strategic step as we aim to meet our customers' growing demand for more sustainable warehouse space in strategic markets. All assets we develop are underpinned by excellent fundamentals; be it sustainability, digitalization, location, demographics or tenure. Connectivity or proximity to key sales markets help us improve delivery times for our customers, while a close eye on the surrounding social factors and communities in which we operate help us to generate attractive jobs and ensuring us access to a loyal and capable workforce. These factors help us and our customers to be even more successful and lead the way into a more sustainable future." says Hendrik Venter, CEO DHL Supply Chain EMEA.

For a first tranche of this 400,000 sqm warehouse portfolio, DHL Supply Chain has already found an investor and strategic partner.

Allianz Real Estate, acting on behalf of several Allianz Group companies, and DHL Supply Chain have entered into a purchase agreement for the sale of the first half of the portfolio. Set to be completed between Q1 2023 to Q1 2024, the warehouses will represent one of Allianz Real Estate's largest single logistics sector acquisitions, in terms of gross leasable area, to date: in total the five facilities will cover over 200,000 sqm.

DHL Supply Chain will occupy at least 85% of the facilities developed for Allianz Real Estate on long-term leases post completion.

"We are very proud to be able to offer our clients effective growth opportunities, with warehouses that are not only located in core markets and fulfill our clients' needs, but also meet the highest ESG and sustainability criteria. This enables us and our customers to create business opportunities that are compatible with our Sustainability Roadmap, which aims to make every aspect of the supply chain more sustainable which of course also includes our real estate. We are very much looking forward to many more such projects in the future," says Joe Mikes, Global Head of Real Estate Solutions at DHL Supply Chain.

DHL Supply Chain was advised commercially by JLL and was represented legally by DLA Piper.

Source: [Deutsche Post DHL](#)

## NZ Post prepares for busy Black Friday and Christmas period

24-11-2022

This year's big sales events mark the beginning of a massive month ahead for NZ Post - with around 15 million items forecast to be delivered in the lead up to Christmas.

One of the biggest shopping calendar days in the year, Black Friday (November 25) traditionally signifies the start of the Christmas shopping season.

"Black Friday marks the beginning of a massive few online shopping days and provides a good opportunity for Kiwis to buy what they need often at a lower price and have us deliver them in time for Christmas," NZ Post General Manager Business Marketing Chris Wong says.

NZ Post's eCommerce Spotlight report figures showed more than \$1.3 billion was spent on buying physical goods online during Quarter 3 (July to September) 2022 and 75% of that spend was with local online retailers.

"It's good to see Kiwis making the positive choice to buy from local online retailers," Wong said.

With the biggest volume weeks of the year approaching, NZ Post expects to see parcel volumes increasing 50% (on average) over the next four weeks and has brought in hundreds more people to work across the business.

"Compared to the last couple of years, where we saw Covid-19 lockdowns create high parcel volumes, our network is operating at a more normal rhythm, but we know it will still be a big month ahead for us and our people. We're really entering the heart of our busy period."

Wong said NZ Post will continue to monitor online spending trends to see how inflationary and cost of living pressures could impact Kiwis spending over the Christmas period.

"We know it's a very different sales environment out there this

year but one thing we do know for sure is we are incredibly proud to deliver Christmas for all New Zealanders."

Despite rising living costs, some NZ Post business customers are taking advantage of the popular shopping events.

Not Socks managing director Jude Burnside says Kiwis are becoming savvier and more confident when it comes to online shopping.

"We knew Black Friday was going to be massive this year, so we've been working closely with NZ Post to ensure we're both fully prepared for what is looking like our biggest Black Friday sales event ever," Burnside said.

"Last weekend we were over 20% up on the same weekend last year - which reflects our year to-date. We have never felt the pull from customers like we have over the last month. We anticipated we would be busy earlier but the demand for our products has actually shocked us... it's gone crazy."

Hallenstein Glasson Holdings Chief Executive Officer Stuart Duncan says online sales since the beginning of November had remained steady.

"We haven't seen a dip in online sales yet. We are expecting to see a spike in the next coming days when our Black Friday and Cyber Monday sales begin," he said.

NZ Post also encourages customers to visit our website to check out delivery options if they are not going to be home to receive their parcels.

Source: [NZ Post](#)



## Canada Post segment reports \$227-million loss before tax for third quarter

25-11-2022

Canada Post recorded a loss before tax of \$227 million in the third quarter of 2022 as parcel volumes fell compared to elevated levels a year earlier and economic uncertainty reduced business spending on marketing mail.

The decline in parcel volumes follows two years of unprecedented growth in online shopping in Canada. While online shopping activity is still above pre-pandemic levels, consumer demand has softened in 2022 due to the return of in-store shopping, the rising cost of living and economic uncertainty. Rapid ecommerce growth has also increased the level of competition for parcel delivery. Canada Post is responding and continues to project growth for its parcel business.

For the third quarter ended October 1, 2022, the Canada Post segment's loss improved from a loss before tax of \$264 million in the same quarter of the prior year. Revenue was \$8 million or 0.5 per cent<sup>1</sup> higher compared to a year earlier.

For the first three quarters of 2022, the segment recorded a loss before tax of \$516 million, compared to a loss before tax of \$492 million in the same period a year earlier. Revenue fell by \$210 million, or 3.4 per cent, compared to the first three quarters of 2021.

The cost of operations declined in the third quarter (by \$26 million or 1.4 per cent) and in the first three quarters of the year (by \$187 million or 2.7 per cent) compared to the same periods in 2021. An increase in discount rates resulted in lower pension and post-employment benefits, while parcel-volume declines drove lower labour costs.

### Parcels

In the third quarter of 2022, revenue for the Parcels line of business increased by \$22 million or 2.8 per cent as volumes declined by 12 million pieces or 16.2 per cent, compared to the same period in 2021. For the first three quarters of 2022, revenue declined by \$150 million or 5.2 per cent and volumes fell by 62 million pieces or 22.8 per cent, compared to the same period of the prior year. Volumes in 2022 declined from higher-than-normal volumes in 2021, especially in the first half of the year, when many stores remained closed to in-person shopping. Economic uncertainty also reduced demand for parcel delivery services in the

second and third quarters of 2022.

### Transaction Mail

Revenue fell by \$5 million or 1.0 per cent in the third quarter compared to the same period in 2021, as volumes fell by 28 million pieces or 4.9 per cent. For the first three quarters of 2022, revenue declined by \$69 million or 3.1 per cent, and volumes fell by 152 million pieces or 7.5 per cent, compared to the same period in 2021. Census and federal election mailings had increased Transaction Mail volumes in 2021, affecting year-over-year comparisons.

### Direct Marketing

For the third quarter, Direct Marketing revenue decreased by \$11 million or 4.7 per cent, while volumes fell by 107 million pieces or 10.9 per cent, compared to the same quarter in 2021. For the first three quarters of 2022, revenue increased by \$32 million or 5.3 per cent, and volumes increased by 99 million pieces or 4.1 per cent, compared to the same period in 2021. Economic uncertainty reduced business spending on marketing in the second and third quarters.

### Group of Companies

The Canada Post Group of Companies<sup>2</sup> recorded a loss before tax of \$136 million in the third quarter, compared to a loss before tax of \$191 million in the third quarter of 2021. In the first three quarters of 2022, the Group of Companies recorded a loss of \$300 million before tax, compared to a loss before tax of \$274 million in the same period of 2021.

Purolator and SCI recorded profits before tax of \$84 million and \$6 million, respectively, for the third quarter of 2022, and profits before tax of \$203 million and \$12 million, respectively, for the first three quarters of the year. The Group of Companies' results partially offset the Canada Post segment loss.

Source: [Canada Post](#)

## Many hands make light work at Australia Post

23-11-2022

To help manage increased parcel volumes during the sales and Christmas period, Australia Post Support Centre team members are jumping in and joining the frontline teams, providing an extra pair of hands across retail and network operations throughout this busy period.

Having already hired thousands of additional team members during the seasonal casuals' recruitment drive, the Australia Post One Team program provides Support Centre team members with the opportunity to help out their frontline colleagues during their busiest time of the year.

Australia Post Executive General Manager People and Culture Susan Davies highlighted how much the Support Centre team love getting involved, with over 1,400 enrolments in the program last year.

"This is a great opportunity for our Support Centre teams to get stuck in, assist our frontline teams and experience first-hand how the delivery facilities and retail business hubs operate. The One Team program supports our frontline teams in delivering services

for the community during Australia Post's busiest period and does not replace any of the great work our frontline teams do every day. Who wouldn't love an extra helper to ease the load while you're at work!

"We've been running this program for a number of years and we're expecting more team members than ever to put up their hand and take on a few shifts this year."

The Australia Post One Team program encourages Support Centre team members to volunteer and commit to shifts during November and December, helping out with sorting parcels and letters, loading and unloading vans, as well as retail and over-the-counter service.

Source: [Australia Post](#)



## SingPost profits from Australia logistics growth as parcels drop

03-11-2022

Singapore Post's investments in Australia are paying off with profitable growth to offset weaker business in its home market, half-year results released today showed.

At the same time, the group performed better last quarter (July – September) than in the first three months of the current business year.

### Revenues up, profits down

SingPost's half-year revenue rose 31.1% to S\$958.9 million – the highest revenue recorded in the Group's history within any half year – led by growth in the Logistics segment which included the consolidation of 51% owned Freight Management Holdings Pty Ltd (FMH) in Australia. However, Group operating profit declined 19.1% to S\$41.3 million as higher Logistics profit was offset by the weaker performance in Post and Parcel segment and the Group recorded an underlying net profit of S\$13.2 million.

More positively, the Group's second quarter performance showed a strong improvement over the first quarter, with operating profit tripling first quarter's performance.

### Strategic transformation

Vincent Phang, Group CEO, said: "The Group is evolving into a global logistics player with digitally-enabled capabilities and

sustainable cost-effective solutions. We continue to execute our transformation efforts with investments made in Australia, executing our Future of Post strategy for our Domestic business, and reigniting the International business.

"In Australia, we are building a technology-led integrated B2B and B2C logistics business, where revenues now make up over 42% of the Group's, up from 17% a year ago."

### Fair value charge

However, due to a fair value charge of S\$21.0 million arising from the higher put option redemption liability on FMH as a result of a higher valuation of the company, the Group recorded a net loss of S\$2.4 million for the first half and a net loss attributable to equity holders of S\$9.9 million.

Group CFO Vincent Yik explained: "The strong performance of FMH in the near term has led to a higher valuation of FMH. We expect the performance of FMH to continue the growth trajectory. With this, our investment value has increased, therefore the consequent effect is the fair value charge to the P&L."

Source: [CEP-Research](#)

## New 'pick up' service for Galway City customers

08-11-2022

An Post has announced the launch of its new 'Pick Up' service for Galway City customers. The new service will enable customers who miss a delivery to pick their item up at their nearest Post Office.

Previously, Galway customers who missed a parcel or package had to travel to the city's Delivery Service Unit (DSU) in North Business Park on the Tuam Road. The area is not currently serviced by public transport, and at times can be heavily congested by traffic. An Post identified 12 post offices in the greater city area, including the city GPO at Eglinton Street, where a missed delivery can now be picked up.

The relevant post offices are Barna, Bohermore, ClareGalway, Clarinbridge, Eglinton Street, Fr. Griffin Road, Mervue, Newcastle, Oranmore, Renmore, Salthill and Seamus Quirke Road.

The new service will be a major benefit to Galway customers removing the potential hassle of a journey to the city DSU as well as providing more delivery options. The service will be particularly useful to An Post's growing numbers of online shoppers. The move also advances An Post's Sustainability programme in cutting down on handling and road journeys.

In recent times a missed delivery, where a customer had not nominated an alternative delivery option, could result in a headache for customers involving a journey out to An Post's Tuam Road facility. Now, Postal Operatives can leave a DIB (Docket in Box) slip for the customer, directing them to their local Post Office to collect their item.

The new service has been praised by Minister of State at the Department of Transport, Hildegard Naughton. The Galway based Minister with responsibility for postal services said "This is a very welcome development for Galway and demonstrates once again the importance of a high value and high-quality Post-Office

network to people across the county, as well as the central and trusted role of postmasters in our communities. I am sure this news will be greeted with open arms by those receiving important mail and parcels through An Post as we now eliminate an unnecessary journey across our bustling city of Galway for families and businesses."

The Minister also emphasised the value to consumers and businesses in having greater proximity to postal services through the post office network and noted that Government has demonstrated its commitment by agreeing to provide for the first time €30m to support a sustainable network over a three-year fixed term 2023–2025, as set out in the Programme for Government. The Minister noted that "this funding will help bring greater sustainability and certainty for Postmasters in County Galway, allowing them time to take advantage of the opportunities e-commerce can bring and to grow their business."

Barna Postmistress Seona O'Fegan gave the new Pick Up service the thumbs up saying: "It's a very welcome service. Previously if a customer in the Barna area missed a delivery, they would have to travel across Galway city which if they're lucky, would take up to an hour and half. As well as being more convenient, the Pick Up service is also bringing more people into post offices. We're getting the opportunity to meet new people and they're learning about the other services we offer."

Customer feedback has also been very positive, with customers praising the convenience of being able to pick up locally from their Post Office, instead of travelling to the DSU.

Source: [An Post](#)



## The planning of Posti's new logistics center is progressing: negotiations on the location of the center will proceed with Akaa, Hämeenlinna and Janakkala

09-11-2022

We plan to invest more than EUR 100 million in a new logistics center in Southern Finland. As part of the planning phase, we will continue our negotiations and further investigations regarding the location of our logistics center with Akaa, Hämeenlinna and Janakkala.

We will make an investment decision on the possible implementation of the logistics center by 2023 at the earliest, once the planning is further along. At the earliest, the new logistics center would start its operations in the second half of this decade.

So far, we have mapped out municipalities and cities interested in the construction project in Southern Finland.

“We revealed right at the beginning of the project that we were looking at Southern Finland to find a location for our new logistics center. We received several plot offers from different parts of Finland, and we are grateful for all these offers. At this point, we will continue our negotiations and further investigations with Akaa, Hämeenlinna and Janakkala. Finding the most suitable location for the logistics center is absolutely essential for us, which is why we don't want to rush the process. We are now examining these options in greater depth. The project is still in the planning stages, and any investment decisions will be made next year at the earliest,” says Jari Perälä, who manages the project.

### Towards a sustainable future

The location of the possible construction site depends, first and foremost, on its central location, the suitability of the area and how well Posti's sustainable development goals can be achieved there. For example, taking energy efficiency into account is at the heart of the planning process.

“We want to find a solution that will be sustainable for decades to come from the perspective of both the personnel and the environment. The investment in line with our strategy would support e-commerce growth, which is a market anticipated to double in size in Finland by the end of this decade. The new logistics center would strengthen our ability to deliver efficient, fast and optimized services according to our customers' needs, taking into account the entire value chain of e-commerce logistics,” says Perälä.

Source: [Posti](#)



## USPS Reports Strong Performance Through October; Ready for Holiday Season

03-11-2022

The United States Postal Service reported new delivery performance metrics for the fourth week of the FY2023 first quarter showing consistent performance for all First-Class, Marketing and Periodical mail categories. Through the month of the first quarter, the average time for delivery of a mailpiece or package across the postal network was 2.5 days.

FY2023 first quarter service performance scores covering Oct. 1 through Oct. 28 included:

**First-Class Mail:** 92.4 percent of First-Class Mail delivered on time against the USPS service standard, a slight decrease of 0.7 percentage points from the fiscal fourth quarter.

**Marketing Mail:** 94.3 percent of Marketing Mail delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

**Periodicals:** 86.6 percent of Periodicals delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

As service across the network holds steady through the busy fall mailing season, USPS continues preparation for the holiday shipping and mailing season including investments and

operational precision improvements made as part of the Delivering for America plan. Initiatives include:

Stabilizing the USPS permanent workforce by converting 100,000 workers to full time since the beginning of 2021; with more than 41,000 part time workers converted to full time since January 2022.

Actively hiring an additional 28,000 seasonal employees ahead of the holiday season.

Installing 137 new package sorting machines across the nation this year. This brings the organization's total to 249 new processing machines since the launch of the Delivering for America plan. The new equipment combined with increased operational precision will expand daily package processing capacity to 60 million.

Since January, USPS has installed 121 of 137 new package sorting machines ahead of the holiday season. New package sorting machines have recently been installed in Springdale (AR), Columbia (MD), Aurora (CO), Edison (NJ), and Ellicott City (MD).

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](#)



## bpost now also helps SMEs with all their parcel shipping needs

07-11-2022

bpost makes parcel shipping even easier and even cheaper for small and mid-sized enterprises with the launch of a new tailored service with a whole host of advantages. The new service is specifically targeted at businesses that ship fewer than 1000 parcels per year.

Nowadays, it is not just the big e-commerce companies who sell products and services online. More and more SMEs are taking orders online and shipping parcels to their customers on a regular basis. Now, bpost has created a new service to ensure businesses that ship fewer than 1000 parcels per year get the support they need.

### More advantages

SMEs can now create a free professional account to access a host of advantages without having to sign a contract. An account can be activated online for immediate use: no waiting, no paperwork.

Businesses that use the new service pay a market price for their parcel shipments and receive shipping credit at the end of the year. The more parcels they send, the more credit they accumulate

– and the deeper the discount they enjoy on future shipments. They also have access to a real-time dashboard with a clear overview of all their shipments. bpost bills shipping costs every two weeks, so no advance payment is required. And, of course, only shipping labels that are actually used are billed.

### Driving growth

This new box of tools enables bpost customers to concentrate fully on what they do best: building their business. The new service fits in perfectly with bpost's stated mission to help businesses grow. It follows 'elkezaakonline.be/touslesmagasinsenligne.be', the online platform bpost previously launched to provide professional support to businesses in every stage of their development, from start-up to expansion.

Source: [bpost](#)



## Royal Mail launches Sunday Special Delivery Guaranteed service

02-11-2022

The move gives business customers the ability to send high value and important parcels on a Saturday for Sunday delivery, strengthening Royal Mail's seven-days-a-week parcel delivery proposition. It comes as online shoppers increasingly require seven-day-a-week delivery options when buying parcels online.

Business customers now have the choice of Tracked 24 or Special Delivery Guaranteed to deliver parcels next day, any day of the week. This provides added convenience for businesses looking to cater for consumers ordering high-value, last-minute gifts and important parcels requiring Sunday delivery. Business customers will still be able to post Special Delivery Guaranteed parcels on a Saturday for Monday delivery, if they are sending to a business address that won't be open on the Sunday.

In another move, Royal Mail is dropping the additional charge for Special Delivery Guaranteed parcels delivered on Saturdays, meaning businesses will pay the same price, seven-days-a-week for this enhanced security service.

Royal Mail's Sunday delivery parcel service continues to provide business customers - including smaller online retailers - with extra choice and convenience, enabling them to meet the needs of their customers all week long.

Royal Mail already delivers around a quarter of a million parcels on a Sunday and demand continues to grow. Royal Mail is tapping into the seven-day-a-week delivery market as receiving customers increasingly expect Sunday deliveries as part of their online shopping experience. In recent research, 77% of shoppers said that fast delivery times make them more confident to shop online\*.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Retailers who can offer all of their customers a seven-days-a-week shopping experience, open up a whole new trading day and don't push their customers to other online retailers or physical stores at the weekend. In short, retailers who offer Sunday delivery will grow faster. That's why we have been rapidly scaling up our Sunday service and why we're now adding another option for urgent and higher value items.

"The UK already trusts Royal Mail to deliver their purchases seven-days-a-week. Adding a Special Delivery option means we can offer even higher levels of choice and convenience for our sending and receiving customers."

Source: [Royal Mail](#)



## Omniva installed its 1,000th parcel machine

10-11-2022

Omniva's 1,000th parcel machine in the Baltics was opened yesterday in Vilnius. The new parcel machine is part of the expansion and renewal of the company's network, as part of which, a total of around 270 parcel machines will be replaced and installed in the coming months.

The first Omniva parcel machine was installed in Estonia in 2010. Mart Mägi, Chairman of the Management Board of Omniva, notes that reaching the 1,000th parcel machine is an important milestone in the development of the Baltic network.

'Since the installation of the first parcel machine, these 12 years of operation have been characterised by both challenges and intensive development in all the Baltic States. It is quite symbolic that our first parcel machine was installed in Estonia, the 500th in Latvia, and the 1,000th in Lithuania. It also shows that we are growing and expanding in all three markets at the same time,' said Mägi. 'Expanding the network of parcel machines will remain one of our top priorities. The focus in strategically building the network is to ensure that each new parcel machine is installed in a location that is even more convenient and accessible for our customers.'

According to Mart Mägi, the 1,000th parcel machine also symbolically marks a more sustainable delivery of parcels. 'On the one hand, we have set ourselves an ambitious goal to strive for – we want to make the process of receiving and sending parcels as easy as possible for consumers. On the other hand, we are increasingly focusing on sustainability. Investments in parcel machines also contribute to saving the environment, as an efficient network of parcel machines enables the delivery of the same number of parcels with a fraction of the CO2 emissions compared to home delivery,' Mägi explained.

This year, the company invested 7.5 million euros in expanding its network in the Baltics.

Source: [Omniva](#)



## Mail Delivery Remains Strong as Holiday Season Nears

10-11-2022

With the holiday mailing and shipping season nearing, USPS reported new delivery performance metrics for the fifth week of the FY2023 first quarter. The average time to deliver a mailpiece or package across the postal network was steady at just 2.5 days.

FY2023 first quarter service performance scores covering Oct. 1 through Nov. 4 included:

**First-Class Mail:** 92.3 percent of First-Class Mail delivered on time against the USPS service standard, a slight decrease of 0.9 percentage points from the fiscal fourth quarter.

**Marketing Mail:** 94.2 percent of Marketing Mail delivered on time against the USPS service standard, a slight decrease of 0.6 percentage points from the fiscal fourth quarter.

**Periodicals:** 86.9 percent of Periodicals delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

The United States Postal Service also reported it has installed 131 of 137 new package sorting machines ahead of the holiday mailing and shipping season. The final new package sorting machines were recently installed in Aurora (IL), Albany (NY),

Flagstaff (AZ), Freehold (NJ) and Hyattsville (MD).

This brings the organization's total to 249 new processing machines since the launch of the Delivering for America plan in March 2021 and are part of a \$40 billion investment in the postal network. The new equipment combined with increased operational precision will expand USPS's daily package processing capacity to 60 million.

The Postal Service's preparedness for the holiday shipping and mailing season reflects strategic investments and operational precision improvements made as part of the Delivering for America plan. Additional holiday hiring initiatives include:

Stabilizing the USPS permanent workforce by converting 100,000 workers to full time since the beginning of 2021; with more than 41,000 part time workers converted to full time since January 2022.

Actively hiring an additional 20,000 seasonal employees ahead of the holiday season.

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](#)



## bpostgroup leadership announcement

09-11-2022

On October 24 last, bpostgroup communicated about a compliance review relating to the concession for the distribution of newspapers in Belgium, which revealed indications about violations of the Company's policies and applicable laws.

At that moment, the Company's Board and the CEO mutually agreed that the CEO temporarily steps aside pending the review and the Company's Board decided to temporarily entrust the powers of daily management to Henri de Romrée, CEO of e-Logistics North-America.

Today, the Board of Directors of bpost has received an update of the compliance review, further to which the decision for the CEO to temporarily step aside, remains in place. Given the fact that the review is still ongoing and in view of the coming end of year peak, which is crucial for bpostgroup, especially in North America, the Board of Directors and Henri de Romrée have agreed that Henri de Romrée returns to his function of CEO of e-Logistics North-America.

The Board of Directors of bpost has now unanimously decided to appoint Philippe Dartienne current CFO, as CEO ad interim of bpostgroup. The Board of Directors wishes to thank Henri de Romrée sincerely for his commitment for the company in the past weeks. For the upcoming months; the Board of Directors has asked Philippe Dartienne to pursue the implementation of the company's strategy unabatedly and to maintain the social dialogue.

The Board has full confidence in the Group's Executive Committee to carry out the year-end peak in the 3 business units bpost Belgium, e-Logistics Eurasia and e-Logistics North-America Koen Aelterman has been nominated as CFO ad interim to replace Philippe Dartienne during his mission as CEO ad interim.

Source: [bpost](#)



## Deutsche Post DHL Group increases 2022 EBIT guidance thanks to its international DHL business

08-11-2022

Deutsche Post DHL Group continued to show strong growth in the third quarter of 2022. Compared with the prior-year quarter, the Group increased its revenue by 20.0 percent to EUR 24.0 billion. Even in a weakening macroeconomic environment, the Group was able to efficiently utilize its global networks thanks to flexible structures and close cooperation between the divisions. Returning growth in the domestic parcel business and the ongoing trend towards e-commerce also contributed to this. Operating profit (EBIT) improved accordingly by 15.2 percent to EUR 2.0 billion. At 8.5 percent, the EBIT margin was slightly below the prior-year level (Q3 2021: 8.8 percent).

"The first three quarters of the year were the most successful in our company's history. EBIT remained above EUR 2.0 billion in all three quarters. Even if global growth is losing momentum, we are well on track to achieve the best result ever with an EBIT of around EUR 8.4 billion," said Frank Appel, CEO of Deutsche Post DHL Group. "The foundation for our success is our global logistics business, which is extremely well balanced in terms of sectors and regions, powered by our dedicated workforce. This makes us a reliable partner for our customers all around the world - especially in these volatile times."

### 2022 EBIT guidance raised to around EUR 8.4 billion - mid-term outlook confirmed

Following a significant leap in the previous financial year, the Group has succeeded in achieving another substantial increase in earnings in the first nine months. EBIT up to and including September 2022 increased to EUR 6.5 billion (9M 2021: EUR 5.8 billion). Net income after non-controlling interests totaled EUR 4.0 billion (9M 2021: EUR 3.6 billion). Basic earnings per share rose accordingly to EUR 3.32 in this period, compared with EUR 2.89 a year ago.

In response to the continuing positive business and earnings performance in the DHL divisions, the Group has raised its EBIT guidance for the current financial year to a record level of around EUR 8.4 billion (previously: EUR 8.0 billion with a maximum

variance of + / - 5 percent). Looking ahead to the final quarter, Deutsche Post DHL Group is well positioned despite continuing global economic uncertainties and prepares for a peak season with the typical seasonal development of shipment volumes in its B2C businesses. The mid-term outlook for 2024 remains stable with an EBIT of around EUR 8.5 billion. The Group closely monitors the slowing global growth momentum and uses well-established levers. Based on a flexible adjustment of networks, disciplined yield and cost management, the Group is able to respond successfully to a macroeconomic downturn.

### International B2B business main driver for positive business performance in Q3 2022

Once again, the B2B business of DHL's Global Forwarding, Freight, Supply Chain and Express divisions was the driver behind the Group's strong revenue and EBIT growth. In Global Forwarding, Freight's cargo business, revenue and EBIT again increased significantly due to ongoing high freight rates. The capacity situation in air and ocean freight eased further, as demand declined noticeably and transport supply improved again. The continuing high demand for reliable solutions powering resilient supply chains and e-fulfillment gave Supply Chain's contract logistics business a good third quarter. The international time-definite express (TDI) business benefited from a disciplined yield management with volumes declining slightly.

Source: [Deutsche Post DHL](https://www.dhl.com)

## PostNL reports normalised EBIT of €-(20) million for Q3 2022

07-11-2022

High inflation and low consumer confidence put pressure on consumer spending and growth expectations for e-commerce, and impact cost levels significantly

- Domestic volume growth at Parcels around 1%; overall volumes -1.1%, driven by decline in cross-border activities
- Volumes at Mail in the Netherlands -9.3% in line with expectations
- Free cash flow performance reflects step-down in normalised EBIT and phasing in working capital
- 23% improvement in carbon efficiency since end of 2021

### CEO statement

Herna Verhagen, CEO of PostNL, said: "The macroeconomic environment has deteriorated and is causing further headwinds. The unprecedentedly high level of inflation puts further pressure on labour costs. In combination with low consumer confidence it has clearly impacted consumer spending. Retail shops as well as webshops are now signalling that their stocks are growing. We expect these headwinds to continue in the quarters to come, causing prolonged uncertainty."

"We are continuing to adjust our network capacity to volumes within the limits of the tight labour market, so as to maintain the necessary flexibility for our peak season and to safeguard customer and consumer service levels. As usual, we are prepared for a busy season with volumes at Parcels expected to be more or less in line with last year. On peak days, we are ready to deliver twice as many parcels than on a normal day. And of course we also expect to deliver a large number of seasonal greetings. Q4 will be the strongest quarter of the year and the key driver for our full year performance."

"Securing the company's robust financial position is key for us in this challenging environment. We are taking all necessary measures to mitigate the impact from cost increases and a softer than anticipated volume development. Moreover, we are adjusting investments to align with volumes and manage working capital strictly."

Source: [PostNL](#)

## DHL Express attains 400th TAPA certification globally - demonstrating highest security standards

11-11-2022

The Istanbul Gateway of DHL Express in Turkey has become the 400th facility worldwide to be awarded with the Transported Asset Protection Association (TAPA) security certification. This independent recognition confirms that DHL Express has implemented the highest security standards for transporting shipments through the supply chain. This milestone for DHL's global network demonstrates the company's commitment and tireless efforts to meet the highest TAPA Facility Security Requirements (FSR) worldwide.

Adrian Whelan, Head of Global Security for DHL Express, comments: "Operating in more than 220 countries and territories, DHL Express is the most international company in the world, and security has always been a top priority for us. Although we always had our own internal security standards for many years, we are convinced that it is important to be independently verified and certified, mainly for our customers, so that they know their valuable shipments are in safe hands. Since certifying the first facility at Penang Gateway in Malaysia in 2001, we are now very proud to complete the certification of the 400th facility." And he summarizes: "It is all about the customer and their needs - security and supply chain resilience is not a nice to have, it is a must have!"

The internationally recognized TAPA certification is one of the most rigorous logistics and supply chain security certifications. The independently audited certification is widely respected as the leading security standard in this sector and focuses on the way in which high-value goods are handled, warehoused and transported. DHL Express ensures that its processes and services provide the highest standards possible in the industry.

"We are proud that our newly opened Gateway at Istanbul airport received the TAPA 'A' certification", added Mustafa Tonguç, CEO of

DHL Express Turkey. "Our customers entrust us with high value goods - from technology products to luxury fashion labels, lifesaving medical devices to vaccines - we handle tens of thousands of shipments daily. Our relentless focus on security and regular training helps build business resilience for us, and our customers' supply chains."

With over 400 certified TAPA Level A and B sites, DHL Express is the global industry leader in terms of number of TAPA certified facilities. The accredited facilities now span 79 countries, with 159 DHL Express facilities located in Europe, 104 in Asia-Pacific, 28 in China, 70 in the Americas, 20 in Sub Saharan Africa and there were 24 certificates obtained in the Middle East and North Africa.

"Congratulations on reaching this significant milestone! It demonstrates your commitment to achieving the highest supply chain security standards in the industry", said Thorsten Neumann, President & CEO TAPA EMEA. "Customers globally are increasingly demanding resilience and sustainability built into their networks by their logistics partners. DHL Express has certainly proved that its network is safe, secure and certified by the internationally recognized TAPA Standards."

Source: [Deutsche Post DHL](#)



## DHL Global Forwarding and GoodShipping accelerate sustainable shipping via insetting with 60 million liters of Sustainable Marine Fuel

02-11-2022

DHL Global Forwarding, the air and ocean freight specialist of Deutsche Post DHL Group, and GoodShipping, the global pioneer and market leader in insetting to decarbonize the container shipping industry by changing the marine fuel mix, are further expanding their long-standing partnership. With the latest purchase of approximately 60 million liters of Sustainable Marine Fuel, DHL will reduce a total of 180,000 tonnes of TtW-CO<sub>2</sub>e on both FCL and LCL shipping until 2024. This commitment is equivalent to the amount of marine fuel burned by 10 container vessels on their journey from Asia to Europe. DHL Global Forwarding has been working with GoodShipping for five years, sharing the same aspiration for greener ocean freight via insetting.

"In 2017, we were the first logistics company to work with GoodShipping. An important lever in reducing our CO<sub>2</sub> emissions is the use of sustainable fuel and GoodShipping's insetting service complements us perfectly in this regard. They have a thorough and controlled process, meet our high sustainability standards, and they share the same goal of making logistics emission-free. We are very proud to now continue and further enhance this cooperation," says Tim Scharwath, CEO DHL Global Forwarding.

As part of their joint industry impact, DHL Global Forwarding and GoodShipping also aim to pilot a new insetting accounting framework of the Smart Freight Centre. The new framework transfers the approach of allocating emission reductions from sustainable fuels to specific customers by decoupling the accounting of the fuels' environmental attributes from their physical flow to a general industry standard. In that way, customers can contribute to and report on emission reductions in their transport value chain even if the reduction is not physically linked to their specific transport activity.

"DHL Global Forwarding really steps up as a frontrunner in the freight forwarding industry with this commitment," says Dirk Kronemeijer, CEO GoodShipping. "DHL's goal to achieve net zero-emission logistics by 2050 made them a perfect partner for a strategic and mutually beneficial long-term collaboration. We can

only have the greatest respect for the leadership demonstrated by this huge commitment from DHL, deepening our collaboration even further."

DHL's GoGreen Plus service paves the way to transition to clean and sustainable transportation. As part of GoGreen Plus, customers across the different divisions of Deutsche Post DHL Group are offered various solutions for minimizing logistics-related emissions and other environmental impacts along the entire supply chain, such as the use of Sustainable Fuels. Hereby a calculation is made using international agreed standards how much fossil volume the cargo owner would have used without any insetting service. Subsequently this corresponding volume is replaced by truly sustainable biofuels made out of waste and residues only. With the "Book & Claim" mechanism, DHL can pass on the benefits of lower greenhouse gas emissions (Scope 3 emissions) to its customers, helping them achieve their climate targets. The product offering GoGreen Plus is part of the Group's mid-term sustainability roadmap for 2030 and contributes to the sub-target of having at least 30 percent of fuel requirements covered by sustainable fuels. To reduce greenhouse gas emissions in line with the Paris Climate Agreement, the Group will spend EUR 7 billion in sustainable fuels and technologies by 2030.

Source: [Deutsche Post DHL](#)



## Swiss Post acquires software company Unblu, boosting its expertise in secure customer communication

03-11-2022

On 1 November 2022, Swiss Post acquired a majority shareholding in the Swiss software company Unblu Inc. The software company will be managed as an independent company. By acquiring a majority stake, Swiss Post is boosting its competencies in the secure transfer of information within the digital world.

People are becoming more mobile and are increasingly demanding flexible services around the clock. What people used to send by letter post, they are now sending through e-mail or messenger services. For this reason, Swiss Post wants to ensure the secure, reliable transfer of data and information in the digital world, just as it has in the physical world with letters and parcels for 170 years. To be able to guarantee this, Swiss Post requires knowledge and expertise, prompting its decision to acquire a majority shareholding in the Swiss company Unblu Inc. By doing so, Swiss Post is securing key additional competencies in the transfer of confidential information.

### Swiss Post continues its story in the digital world

Unblu offers a platform that allows companies to exchange information quickly, directly and securely with their customers, and to send sensitive information securely as well. Today, this platform is primarily used by large, international financial and insurance service providers to assist in the transition from the physical to the digital world. Specifically, this means Unblu's platform can be integrated into existing services, such as the chat function used by Swiss Post customer service. This allows customers to ask questions directly via chat and receive an answer immediately, without having to make a telephone call. "By acquiring Unblu, we're continuing our story in the digital world, but we're also doing what has been part of Swiss Post's DNA since the very beginning: we're ensuring that information is transported in a confidential,

secure manner. As a customer, we believe in Unblu, too: both PostFinance and Swiss Post are already using the platform successfully within their customer service teams," explains Nicole Burth, Head of Communication Services at Swiss Post. With the acquisition, Swiss Post aims to help Swiss companies make their own digital transition and to provide added value via this additional service.

### Unblu operates as an independent company

The Basel-based company, which has subsidiaries in Frankfurt (Germany), Sofia (Bulgaria), London (UK), New York (USA) and Victoria (Canada), will be managed as an independent subsidiary and will continue to operate as an autonomous company after the majority investment. The current staff at Unblu (around 100 employees) are being retained and have been informed of the change in ownership. "Both the entire team and myself are excited to become part of Swiss Post," says Luc Haldimann, founder and CEO of Unblu. "We share the values that have made Swiss Post one of the world's most admired service organizations. Throughout the process, we have discovered many synergies, and we are convinced that together we will achieve our vision to become the world's leading conversational platform in the financial sector and beyond."

Both parties have agreed not to disclose the purchase price of the majority shareholding.

Source: [Swiss Post](#)



## Royal Mail launches Sunday Special Delivery Guaranteed service

02-11-2022

Royal Mail has launched a Sunday Special Delivery Guaranteed service to offer enhanced levels of security and convenience for business account customers throughout the week.

The move gives business customers the ability to send high value and important parcels on a Saturday for Sunday delivery, strengthening Royal Mail's seven-days-a-week parcel delivery proposition. It comes as online shoppers increasingly require seven-day-a-week delivery options when buying parcels online.

Business customers now have the choice of Tracked 24 or Special Delivery Guaranteed to deliver parcels next day, any day of the week. This provides added convenience for businesses looking to cater for consumers ordering high-value, last-minute gifts and important parcels requiring Sunday delivery. Business customers will still be able to post Special Delivery Guaranteed parcels on a Saturday for Monday delivery, if they are sending to a business address that won't be open on the Sunday.

In another move, Royal Mail is dropping the additional charge for Special Delivery Guaranteed parcels delivered on Saturdays, meaning businesses will pay the same price, seven-days-a-week for this enhanced security service.

Royal Mail's Sunday delivery parcel service continues to provide business customers - including smaller online retailers - with extra choice and convenience, enabling them to meet the needs of their customers all week long.

Royal Mail already delivers around a quarter of a million parcels on a Sunday and demand continues to grow. Royal Mail is tapping into the seven-day-a-week delivery market as receiving customers increasingly expect Sunday deliveries as part of their online shopping experience. In recent research, 77% of shoppers said that fast delivery times make them more confident to shop online\*.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Retailers who can offer all of their customers a seven-days-a-week shopping experience, open up a whole new trading day and don't push their customers to other online retailers or physical stores at the weekend. In short, retailers who offer Sunday delivery will grow faster. That's why we have been rapidly scaling up our Sunday service and why we're now adding another option for urgent and higher value items.

"The UK already trusts Royal Mail to deliver their purchases seven-days-a-week. Adding a Special Delivery option means we can offer even higher levels of choice and convenience for our sending and receiving customers."

Source: [Royal Mail](#)



## Posts keep their sustainability promise

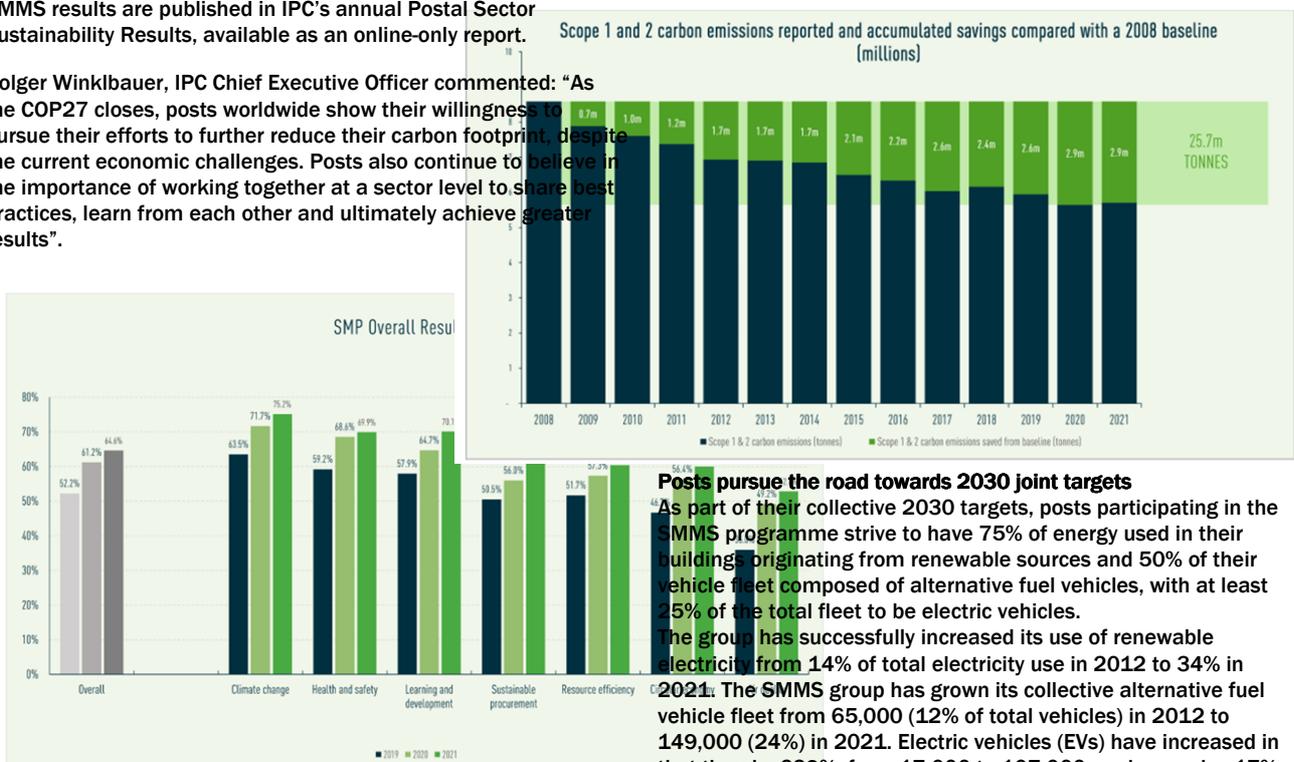
21-11-2022

Posts participating in the IPC SMMS programme increased their Sustainability Management Proficiency score by 4% in 2021. Posts have increased the share of renewable energy used to 34% and 24% of their vehicle fleet is now composed of alternative fuel vehicles. In 2021, posts reported a 34% reduction in Scope 1 and 2 carbon emissions compared to a 2008 baseline. Since 2008, the group's cumulative reduction in emissions now equals 25.7 million tonnes CO<sub>2</sub>.

**Brussels, 21 November** – On 18 November, the IPC Board endorsed the 2021 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 4% increase in the overall Sustainability Management Proficiency (SMP) score for all the posts participating in the programme. Posts further progressed towards their 2030 targets regarding renewable energy and alternative fuel vehicles. The SMMS results are published in IPC's annual Postal Sector Sustainability Results, available as an online-only report.

Holger Winklbauer, IPC Chief Executive Officer commented: "As the COP27 closes, posts worldwide show their willingness to pursue their efforts to further reduce their carbon footprint, despite the current economic challenges. Posts also continue to believe in the importance of working together at a sector level to share best practices, learn from each other and ultimately achieve greater results".

questionnaire, reflecting the group's continued dedication to this topic. Posts scored 75.2% collectively for Climate Change, ten percentage points ahead of the group's Overall SMP Score. In 2021, posts reported a 34% reduction in Scope 1 and 2 carbon emissions compared to a 2008 baseline. Since 2008, the group's cumulative reduction in scope 1 and 2 emissions now equals 25.7 million tonnes CO<sub>2</sub>. [For full scope 1,2 and 3 reporting please refer to the online report.](#)



### Posts continue improving their Sustainability Management Proficiency (SMP) score

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. Participating posts further increased their SMP increase by 4% compared to 2020. Since 2019, they improved their score by 13%.

### Climate change is the highest scoring Focus Area out of the seven in the Sustainability Management Proficiency (SMP)

Climate change was the highest scoring Focus Area out of the seven in the Sustainability Management Proficiency (SMP)

### 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.

#### 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.

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<sup>1</sup>In 2021, participating posts were: An Post, Austrian Post, Australian Postal Corp, bpost, Correos, Croatian Post, 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.



## The publication of the 'Art - from the Treasury of the Estonian Art Museum' stamp

17-11-2022

A stamp of the 'Art - from the Treasury of the Estonian Art Museum' series is launched today, depicting the painting Jalutuskäik (A Walk) by Adamson-Eric. The stamp series dedicated to Estonian art has been published since 2010 and is designed by the artist Lembit Lõhmus.

The edition size of the stamps is 20,000 and the nominal price of a stamp is 90 cents. It is a suitable choice for decorating domestic postcards and letters. The stamp was printed at Vaba Maa. According to tradition, the stamp will be accompanied by a first-day cover and an informational card and you can buy them at Omniva's online store <https://pood.omniva.ee/et/>. The first day stamp of the 'Art - from the Treasury of the Estonian Art Museum' series is in use at the Toompea post office.

Adamson-Eric (1902–1968) is one of the brightest representatives of Estonian modernism who became a legend already in his lifetime. He was a talented and extraordinarily versatile creator – one of the few Estonian artists who was masterful in painting and equally successful in other areas of applied art and design. In the 1920s and 1930s, Adamson-Eric was one of the main cosmopolitans in the Estonian art world, having lived in various parts of Europe and being one of the most well-travelled artists.

The many works of Adamson-Eric vividly reflect the development of Estonian painting and consumer art over more than four decades

and the ample and dynamic movement of ideas in various fields of art. Both of the works featured on the stamp and the first-day cover are among the best of Adamson-Eric's paintings from the 1960s. During this period, the renowned master turned to the playfulness of the abstract artistic language with great thirst for knowledge. The painting Jalutuskäik (A Walk) (1968) with its nuanced colour and sensitively stylised figural composition is used in the design of the stamp.

The Estonian Art Museum was founded in 1919 and its task was to collect cultural-historical, ethnographic, archaeological, and natural science materials and make them accessible to the public. This ambitious mission is also reflected in several works of art in the museum's collection.

See all stamps from the series 'Art - from the Treasury of the Estonian Art Museum' here: <https://kunstimuseum.ekm.ee/eesti-kunstimuseumi-sobrad/projektid/>.

Source: [Omniva](#)



## International Distributions Services results

17-11-2022

- International Distributions Services (IDS) revenue down 3.9% period-on-period, driven by weakness in Royal Mail - IDS reported operating loss of £163 million (H1 2021-22: £311 million profit); adjusted operating loss of £57 million (H1 2021-22: £404 million profit) - Material adjusted operating loss in Royal Mail of £219 million (H1 2021-22: £235 million profit), driven by weak parcel volumes, inability to deliver productivity improvements and impacts from industrial action

- GLS adjusted operating profit of £162 million (€191 million), down 4.1% (down 3.0% in Euros), with 7.4% adjusted operating margin (down 100 basis points), driven by inflationary pressures

### Royal Mail:

- Revenue 10.5% lower period-on-period. Due to management action, strike impact has been contained. Revenue flat vs. H1 2019-20 (pre-pandemic)
- Five point plan to stabilise the business already underway with a focus on rightsizing the business, tighter cash management and improving operational grip
- Successfully completed Delivering for the Future management change and agreed a new pay deal with Unite/CMA
- Talks with CWU continue although we are already moving ahead with required changes. Talks will cease if further industrial action goes ahead
- Ensuring future sustainability depends critically on urgent reform of the Universal Service. Government has been approached to seek an early move to five day letter delivery, whilst we continue to improve parcel services

### GLS:

- Robust trading in the first half with pricing initiatives helping to mitigate inflationary cost pressures. Investment focused on growth, efficiency and digitalisation
- Revenue up 9.5% in Sterling (10.5% in Euros), driven by better pricing, higher freight revenues and contribution from acquisitions
- Parcel volumes declined 2% due to unwinding of temporary benefits from COVID-19 lockdown restrictions in the prior period and current macro-economic environment
- Group in-year trading cash outflow pre-IFRS 16 of £235 million (H1 2021-22: £181 million inflow), driven predominantly by the decline in trading performance in Royal Mail
- Royal Mail £330 million in-year trading cash outflow pre-IFRS 16 (H1 2021-22 £64 million inflow)
- GLS £95 million in-year trading cash inflow pre-IFRS 16 (H1 2021-22: £117 million)
- Despite increase in net debt, strong balance sheet remains with net debt £150 million (pre-IFRS 16)
- No interim dividend to be paid. We will look at the potential to pay a final dividend for FY 2022-23 from earnings in GLS
- As previously stated, in the event that significant change within Royal Mail is not achieved, all options remain open to protect the value and prospects of the Group, including separation of the two companies

### Outlook:

- Royal Mail FY 2022-23: We continue to expect a full year adjusted operating loss of around £350 million to £450 million, including the direct impact of 125 days of industrial action (previously eight days, reflecting revenue resilience in strike action to date) which have taken place or have been notified to us, but excluding any charges for voluntary redundancy costs
- Targeting Royal Mail to generate positive free cash flow in FY

2023-24 and return to adjusted operating profit in FY 2024-25

- GLS FY 2022-23: maintaining guidance of high single digit % revenue growth in Euros and adjusted operating profit in the range of €370 to €410 million
- GLS Accelerate4 targets (€500 million operating profit and €1 billion accumulated free cash flow<sup>4</sup> in FY 2024-25) delayed by c.18-24 months given current worse than anticipated macro-economic backdrop

Keith Williams, Non-Executive Chair, commented:

"The difference between the performances of our two companies could not be more stark. GLS has adapted well to inflationary pressures across its geographies. However, we have been standing at a crossroads with CWU in the UK for several months. We are now heading in a clear direction in light of the substantial losses in Royal Mail.

"Whilst our frontline management population under Unite/CMA has agreed both pay and change in the last few months, progress on a deal for frontline employees has been blocked by the actions of CWU. Accordingly, we have started to implement the change needed to rightsize Royal Mail which will ensure that it is both better placed to serve our customers' needs in parcels, as well as letters, bring it back to profitability and provide a sustainable future. We believe that this is the best course of action for the long-term survival of Royal Mail even if it results in short-term disruption. A sustainable future must also include urgent reform of the Universal Service. Government has now been approached to seek an early move to five day letter delivery, whilst we continue to improve parcel services.

"The Board reiterates that in the event of the lack of significant operational change in Royal Mail it will look at all options to preserve value for the Group including the possibility of separation of the two businesses."

Simon Thompson, Chief Executive, Royal Mail said:

"We have always been clear we need change to survive. We have started turning the business around and will do whatever it takes. We have worked hard to deploy our contingency plans to minimise disruption to customers and impact on revenue. Our infrastructure plans are on time and we are now making the operational changes to turn Royal Mail into a thriving business that will provide great service for our customers at a competitive price and long-term job security for our people.

"We would prefer to reach agreement with the CWU, but in any case we are moving ahead with changes to transform our business."

Martin Seidenberg, Chief Executive, GLS added:

"We delivered a robust performance in the first half against a challenging macro-economic backdrop, underpinned by our



flexible business model, balanced B2C and B2B portfolio, and diversified geographic exposure.

"Despite the weakening global economic conditions, GLS is maintaining its full year revenue and adjusted operating profit guidance.

"We continue to focus our efforts on pricing strategies and cost measures to mitigate short term headwinds, while focusing our investments on long-term growth and efficiency, pushing GLS to become more global, digital and diverse."

Source: [Royal Mail](#)



## UPS Completes Acquisition of Bomi Group Multi-National Healthcare Logistics Provider

17-11-2022

UPS (NYSE: UPS) yesterday announced the closing on its previously announced acquisition of Bomi Group, an industry-leading multi-national healthcare logistics provider. Through the acquisition, the company's healthcare unit, UPS Healthcare, will add temperature-controlled facilities in 14 countries, and 3,000 highly-skilled employees to the UPS team across Europe and Latin America.

The company will operate under the new name Bomi Group, a UPS Company. Bomi Group CEO Marco Ruini will join the UPS Healthcare leadership team. UPS Healthcare customers now have access to 216 facilities with a total of 17 million square feet of cGMP and GDP-compliant healthcare distribution space in 37 countries and territories.

"Together with Marco Ruini and the Bomi team, UPS Healthcare will deliver even more sophisticated and globally integrated solutions to our customers throughout Europe and Latin America," said Kate Gutmann, Executive Vice President and President of UPS International, Healthcare and Supply Chain Solutions. "Our combined team, vehicles, and advanced facilities will allow us to expand our pan-European cold chain network and bring the next generation of healthcare logistics solutions to our customers."

The UPS Healthcare team has developed a detailed transition plan

to support the continued growth of the business while further connecting cold chain capabilities to major European and Latin American gateways.

"With the capabilities Bomi Group brings to our network, UPS Healthcare is confident that significant new services and synergies will come in Europe and Latin America from this acquisition," said UPS Healthcare President Wes Wheeler. "As we move into our transition plan, we're ready to put those synchronized services into action."

For more information about UPS Healthcare's innovations and customer-driven solutions, visit [Healthcare.ups.com](https://Healthcare.ups.com) and [about.ups.com](https://about.ups.com).

Source: [UPS](https://www.ups.com)



## Australia Post ramps up delivery days

18-11-2022

Saturday delivery to commence to support peak period Customers can expect to see their postie more often, with weekend delivery starting tomorrow in all metro capitals and some regional cities and towns to help support the expected increase in parcel volumes in the lead up to Christmas.

Gary Starr, Executive General Manager, Customer and Commercial Australia Post said the commencement of a Saturday delivery highlighted an increase in parcel volumes coming through from the cyber sales.

“With the start of the Cyber Sales last week we are already seeing a spike in parcel volumes as consumers start their Christmas shopping early by bagging a bargain in the sales. Over the next week we expect this volume to increase even further, with the Black Friday sales kicking off as early as this weekend.

“We’ve been preparing all year for another big Christmas, including

recruiting thousands of additional staff to ensure things run as smoothly as possible. Commencing a temporary Saturday delivery service is just another measure we have put in place to help us get parcels delivered on time this festive season.”

Weekend deliveries will remain in place up until Christmas, depending on volumes\*. Customers are encouraged to visit [auspost.com.au/Christmas](https://auspost.com.au/Christmas) to check last posting date recommendations for their state, as well as international posting dates, which vary depending on destination.

Source: [Australia Post](#)



## An Post on board as Premier FM Sponsors of Christmas FM 2022

21-11-2022

All listener donations made to Christmas FM will go directly to children's charities Barnardos, Barretstown, Make-A-Wish Ireland and The Community Foundation for Ireland through "The Magic of Christmas" fundraising initiative.

Christmas FM, the well-loved Christmas radio station that kicks off the festive season around Ireland, is delighted to announce that An Post along with Cadbury and Coca Cola are on board again this year as Premier FM Sponsors for the radio station.

Christmas FM will switch on Christmas in Ireland when it returns to the FM airwaves on the 28th November 2022. The much-loved station, which marks the start of the official Christmas season for many, will play Christmas hits around the clock.

This year, Christmas FM has launched 'The Magic of Christmas' fundraising initiative which brings together Barnardos, Barretstown, Make-A-Wish Ireland and The Community Foundation for Ireland as their official charity partners for the next three years. Christmas FM is aiming to raise over €1,000,000 over the next three years to help the charities support vulnerable children in our communities affected by traumatic life events such as poverty, abuse, neglect and bereavement, as well as supporting children whose lives are affected by serious childhood illness.

Christmas FM, which is celebrating its 15th year on air this year, has raised over three million euro for a range of charities since it began broadcasting.

Garvan Rigby, Co-Founder of Christmas FM said:  
"We are so excited that with the help of our incredible sponsors Christmas FM is back on air for our 15th year. Cadbury, Coca-Cola and An Post have returned as premier FM sponsors again this year

and we're delighted to have them on board. Celebrating our 15th year on the airwaves is a significant milestone for us which we wouldn't have been able to achieve without the BAI and our amazing listeners and volunteers who have supported us and our chosen charities throughout the years. We're really looking forward to switching Christmas on in Ireland while also fundraising for our charity partners through The Magic of Christmas' initiative. We would also like to thank Clayton Hotel Liffey Valley who have kindly donated the studio space this year."

Richard Miley, Marketing Communications Lead of An Post Mails & Parcels, said:

"For us, at An Post, Christmas is about sending from the heart and spreading the magic of Christmas. That is why we are delighted to be once again working with Christmas FM, the station that is the sound of the season. The real magic is that we get to spread the Christmas message and also support the work of these wonderful charities."

Christmas FM will also be broadcasting from The Clayton Hotel Liffey Valley who have kindly donated their studio space this year. Tune in from the 28th November to hear a host of familiar voices who will be donating their time to bring you round the clock Christmas hits and festive news. The station will be broadcasting live on FM, on smart speakers, the Christmas FM app and online at [www.christmasfm.com](http://www.christmasfm.com).

Source: [An Post](#)



## USPS Expands Daily Package Processing Capacity to 60 Million; Mail Delivery Performance Remains Steady as Holidays Approach

17-11-2022

The United States Postal Service announced it has completed the installation of 137 new package sorting machines ahead of the holiday mailing and shipping season. The new equipment combined with increased operational precision will expand USPS's daily package processing capacity to 60 million.

This brings the organization's total to 249 new processing machines since the launch of the Delivering for America plan in March 2021 and are part of a \$40 billion investment in the postal network. The final new package sorting machines were recently installed in Lafayette (IN), Orlando (FL), Lake Havasu City (AZ), Erlanger (KY), and Lynchburg (VA).

The Postal Service's preparedness for the holiday shipping and mailing season reflects strategic investments and operational precision improvements made as part of the Delivering for America plan. Additional holiday hiring initiatives include:

Stabilizing the USPS permanent workforce by converting 100,000 workers to full time since the beginning of 2021; with more than 41,000 part time workers converted to full time since January 2022.

Actively hiring an additional 20,000 seasonal employees ahead of the holiday season.

With the holiday mailing and shipping season nearing, USPS also reported new delivery performance metrics for the sixth week of the FY2023 first quarter. The average time to deliver a mailpiece or package across the postal network was 2.5 days for the third consecutive week.

FY2023 first quarter service performance scores covering Oct. 1

through Nov. 11 included:

**First-Class Mail:** 92.1 percent of First-Class Mail delivered on time against the USPS service standard, a slight decrease of 1 percentage point from the fiscal fourth quarter.

**Marketing Mail:** 94 percent of Marketing Mail delivered on time against the USPS service standard, a slight decrease of 0.7 percentage points from the fiscal fourth quarter.

**Periodicals:** 86.4 percent of Periodicals delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

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](#)



## New uniform for NZ Post this Christmas

01-12-2022

NZ Post posties and couriers will have a new look delivery uniform this Christmas, marking an important milestone in New Zealand history.

NZ Post Chief People Officer Monica Ayers says the new look for NZ Post's delivery people is an exciting milestone for the 180-year-old iconic Kiwi brand, and something NZ Post posties and couriers are very proud to show off.

"Our people have been delivering for New Zealanders for 180 years and we've seen a huge amount of change over that time. The new delivery uniform incorporates the new NZ Post branding launched in June 2021, including our new logo and colours. It aligns with the new branding being rolled out on our packaging, vehicles and properties as well as significantly increasing the visibility for our people's safety. Our people are very excited and proud to show off their new look" says Ayers.

"The world's changed and we've changed with it. NZ Post is currently in the midst of our busiest time of the year as online shopping creates a surge in parcels to be delivered in time for Christmas. This is quite a different role for our posties and couriers than what our delivery people in 1840 would have experienced."

"The uniforms worn by our posties and couriers are a reflection of the times. The new uniform is modern, breathable, sustainable and focused foremost on the safety of our delivery teams – which is hugely important to us," says Ayers.

The new NZ Post delivery uniform includes an iconic short-sleeved polo shirt – the Ahipara – as well as a long-sleeved polo, shorts, trackpants and fleece. Protection for the colder months is covered with a reversible high vis puffer jacket, with removable sleeves to create a puffer vest – the Aoraki – as well as full wet weather gear, including the Milford wind and waterproof jacket.

Workwear Group Senior Designer – Industrial, Mark Godoy, says he is proud to have been involved in designing and producing the uniforms for such important Kiwi community figures.

"We started with a clear position that safety was at the forefront of the design, and compliance with established New Zealand safety standards was non-negotiable. The new uniform has high visibility day and night as well offering climate control and a comfortable fit."

"From there we got creative, giving the garments a distinctly NZ Post look and feel, whilst also delivering critical functionality for NZ Post delivery people, who need to be protected from the elements in all conditions. I'm delighted with the results," says Godoy.

The NZ Post delivery uniform hasn't changed significantly over the past 11 years, while in the last decade a lot has changed with fabric technology and design. A lot too has changed in terms of

considering environmental sustainability. The sustainability credentials of the new uniform align with NZ Post's commitment to minimising its impact on the planet.

"The new uniforms have been made with sustainability in mind. As our NZ Post posties and couriers begin to wear the new look uniform, old uniforms will be returned so they can be recycled. We have partnered with a recycling team who reuse and recycle materials into soft fiber which can be used for insulation, furniture, and more," says Ayers.

Over the past 100 years, NZ Post delivery uniforms have changed to keep up with current fabric technology, contemporary fashion trends, and changes in society.

Images shared by Te Papa showcase NZ Post uniforms dated back to the early 1910s, when posties wore a full wool suit complete with epaulettes, silver buttons, leather cuffs, red piping, buttoned pockets and a tie.

Te Papa history curator Stephanie Gibson says it's incredible to see how the styles of the NZ Post delivery uniforms have changed over the years.

"Te Papa has a special collection of historic NZ Post uniforms from the 1910s to the 1980s which tell a unique story of the changing landscape of New Zealand society. It's exciting to see the next milestone moment for what's long been an indication of the style and trends of the times," says Gibson.

"Our postal uniform collection helps to tell the rich story of the thousands of posties who braved the elements to deliver for New Zealanders."

Images of historic NZ Post delivery uniforms supplied by Te Papa, available to download here, with pdf attachment detailing the images.

Postie fashion remained formal in style through to the 1980s when a bright cobalt blue and red unisex tracksuit, made of 100% nylon, was introduced, alongside a modernised logo replacing the original Post Office crest.

NZ Post Chief People Officer Monica Ayers says the new uniforms showcase a new era for NZ Post.

"We're really excited about our new look and what this signals for the future of our iconic brand."

Source: [New Zealand](#)



## An Post Reports Zero Gender Pay Gap for a second year

30-11-2022

An Post has become the first major employer in Ireland to report a Zero Gender Pay Gap for the second year in a row. An Post marked this milestone with the launch of a new video featuring entrepreneur and equality advocate Sonya Lennon, getting under the bonnet of An Post's operations to hear the experience of women and men across the business. This video can be viewed [here](#)

Since 2019, the company, which employees over 9,000 employees, has achieved significant progress in balancing representation across the business. There is a 50:50 balance on their Management Board and female representation in the Senior Management Group has increased from 33% to 41%, up by 7% from 2021. However, gender representation among postal sorting, collection and delivery operations staff is at 13% female compared to 87% male. Outlined in this year's report, An Post has committed to replicating their success of gender representation at the front

line of their business with a clear strategy to re-design the recruitment process for postal operative (sorting and delivery) staff. This plan will actively recruit diverse talent with:

Targeted advertising campaigns  
Revision of the company's inclusion statement on job ads  
Training of operational managers on inclusive recruitment.

Source: [An Post](#)



## The Posti and war veteran associations of Finland card campaign popular again

01-12-2022

Posti and the war veteran associations of Finland organized a card campaign for the eighth time, in which the veterans and women of our wars and Lotta women were commemorated with a postcard.

Approximately 30,000 cards were sent in the campaign this year. The delivery of the cards started at the end of November and the cards will reach their destination by Independence Day.

The purpose of the card campaign was to remind Finns of the importance of staying in touch and to give them the opportunity to express their gratitude to veterans, our war-time women and former Lotta women and girls for their efforts to preserve Finland's independence.

"I would like to thank everyone who sent a card. For the generation of veterans, letters and cards are the most familiar way of communicating. The elderly may feel lonely and may not have access to digital means of communication," says Sami Määttä, Director of Domestic Consumer Letter Services from Posti.

"There are only about 3,000 veterans and 9,500 spouses or widows of veterans in Finland. We are grateful to everyone who remembers them again this year with warm Independence Day

postcard greetings," says Pia Mikkonen, Head of Fundraising of the Veterans of the Sotiemme Veteraanit (Our War Veterans) and Sotiemme Naiset (The Women of our Wars) collection.

"The large number of cards sent indicates that there are a lot of people who care among us. I'm very happy to know that. A warm thank you to everyone who sent a card," says Susan Mykrä from the Lotta Svärd Foundation.

Mail carriers will deliver the cards to veterans, our war-time women and former Lotta women and girls according to the address information provided by Finland's War Veteran Association (Suomen Sotaveteraaniliitto), the Disabled War Veterans Association of Finland (Sotainvalidien Veljesliitto), Veteran Soldiers (Rintamaveteraaniliitto), the Aid Society and Relatives of the Fallen (Kaatuneitten Omaisten liitto) and the Lotta Svärd Foundation.

Source: [Posti](#)

