

Posts ensured reliability of international letter mail in Europe during the COVID-19 pandemic

15-03-2021

The IPC UNEX™ 2020 CEN module results unveiled today show that, on average, international priority letter mail in Europe was delivered in 4.4 days, despite the COVID-19 crisis. Transit times and service quality were impacted by the pandemic and the lockdown measures imposed in different countries throughout Europe in various ways. Nevertheless, the 2020 results show that posts still managed to deliver more than half of the mail in three days (speed indicator) and almost four fifths in five days (reliability indicator).

The IPC UNEX™ CEN measurement is end-to-end: from posting in the origin country, to delivery to the final addressee in the destination country. This includes the postal operations' time for collection in the origin country, sorting, international transportation, and processing and delivery in the destination country. All posts, as origin and/or destination, were impacted by national restrictions to fight the COVID-19 pandemic, at domestic sorting, collection or delivery level due to staff shortages. Due to the end-to-end nature of the measurement, the challenges encountered in the posts impacted their postal partners and vice versa. Lastly, the time for transportation was also heavily affected by a major international transport disruption, in particular the drastic reduction of both air transport capacity and capability in Europe, requiring solutions and adjustments almost daily, such as shifting to road or sea transport, using transit countries, or finding freight space on the remaining active air connections.

The UNEX™ results published today are from the UNEX™ CEN measurement, which is conducted independently by the external research firm Quotas in Hamburg, Germany.

An external audit by Mieloo & Alexander (based in Hoofddorp, the Netherlands) has proven this module to be compliant with the CEN EN 13850:2012 standard for measurement of the transit time of end-to-end postal services for single piece priority mail and first-class mail.

The results for 2020 from the UNEX™ CEN module are based on a total of 80,000 test letters sent and received by 900 volunteers spread within 32 countries, participating in the measurement, the 27 EU Member States together with Iceland, Norway, Serbia, Switzerland and the United Kingdom. Overall, 802 country-to-country flows were measured. The IPC's UNEX™ mail monitoring system measures quality of service performance for end-to-end cross-border priority letter mail. The measured transit times cover the whole process from posting in the origin country to delivery to the final addressee in the destination country, including the time for collection, sorting and transportation. These test letters are representative of real mail in terms of mail formats, induction and franking methods, delivery methods and geographical spread within each of the measured European countries. About half of the test letters

contained Radio Frequency Identification (RFID) tags, which are recorded by the RFID readers as it passes through the postal facilities.

The UNEX™ results 2020 brochure is available at: https://www.ipc.be/-/media/documents/public/unex/full-year-results/unex_leaflet_2020

More information about UNEX™ [UNEX™](#)

[Quality of Service | International Post Corporation \(ipc.be\)](#)

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Source: IPC



bpost Board terminates collaboration with CEO Jean-Paul Van Avermaet

15-03-2021

The Board of Directors of bpost has decided to terminate with immediate effect the collaboration with Mr. Jean-Paul Van Avermaet in his function of CEO of bpost and to suspend Mr. Van Avermaet as board member of bpost in the interest of the company.

The powers of daily management have been entrusted to the Chairman of bpost and the search for the new CEO is ongoing. The Board of Directors invites the Group Executive Committee to continue to implement the company's strategy unabatedly and to focus on achieving the

results for the Mail & Retail, Parcels & Logistics Europe-Asia and North America business units.

If and when appropriate, further information will be released to the market.

Source: [bpost](#)



Dirk Tirez CEO ad interim bpost group

16-03-2021

The Board of Directors of bpost has unanimously decided to appoint Dirk Tirez as CEO ad interim of bpost group.

The Board of Directors has asked Dirk Tirez to continue to implement the company's strategy unabatedly and to maintain the social dialogue. The Board invites the Group Executive Committee to focus on achieving the results for the Mail & Retail, Parcels & Logistics Europe-Asia and North America business units.

The Board of Directors will accelerate the selection process of the new CEO. The Remuneration & Nomination committee will be assisted by Korn Ferry which has been appointed as executive search consultant.

The Board of Directors wishes Dirk Tirez success with his mission.

BIO Dirk Tirez:

Dirk Tirez (56) is today Chief Legal & Regulatory Officer and Company Secretary of bpost, member of the Group Executive Committee responsible for legal, regulatory,

strategy and mergers & acquisitions, and is Chairman of bpost bank. Dirk Tirez started his career at the law firm Cleary, Gottlieb, Steen & Hamilton in New York as a member of the New York State Bar and held various positions in private law practice. He was then counsel to the office of the Minister of Finance and was before joining bpost, European general counsel and company secretary of NASDAQ Europe, a subsidiary of The Nasdaq Stock Market, Inc. He joined bpost in 2003 as general counsel (to become later also the company secretary). Dirk Tirez graduated from the Law School at the KU Leuven, the College of Europe in Bruges and obtained, as BAEF-fellow, an LL.M. at the University of Michigan, Ann Arbor. He participated in several executive education programs at the London Business School, INSEAD and the Harvard Business School.

Source: [bpost](#)



Whistl maintains its CDP status for engaging its suppliers on climate change

17-03-2021

For the second year in a row, Whistl has maintained its status as a global leader for engaging with its suppliers on climate change. Whistl have been assessed by CDP, who run the global environmental disclosure system. Each year CDP supports thousands of companies, cities, and regions to measure and manage their risks and opportunities on climate change, water security and deforestation.

Whistl has once again been recognized by CDP for its actions and strategies taken and planned to reduce emissions and manage climate risks, both directly within Whistl, and also within its supply chains in the past reporting year.

Over 9600 companies were assessed in 2020 by CDP. The assessment is based on answers to selected questions about governance, targets, scope 3 emissions, and value chain engagement of their response to the CDP climate change questionnaire. Their overall CDP climate change score is also considered. Whistl is one of 396 companies on the CDP Supplier Engagement Leaderboard this year.

Within the company, the main causes of CO₂ emissions arise from their commercial fleet. Whistl invest annually in their vans and bulk fleet to boost fuel efficiencies and cut emissions. Other initiatives include investment in Transport Management Systems and telematics across the entire

fleet to monitor and review mileage, collections and to embed more efficient driving techniques into the teams' operations.

The Global Head at CDP Supply Chain, Sonya Bhonsle, recognizes: "The Supplier Engagement Leaders are paving the way. Now is the time for all businesses to join them, to emulate best practice and spark a cascade of environmental action. Actors at each stage of the value chain must in turn encourage the companies whose goods and services they are using to engage on environmental issues".

Congratulations to all the companies on the CDP Supplier Engagement Leaderboard this year. They are showing leadership on engaging their suppliers to manage climate risk and cut emissions.

To learn more about the other companies that are recognised by CDP click [here](#).

Source: [Whistl](#)

CES 2019: Digiposte+

17-03-2021

Digiposte collects and organises every type of data and all administrative documents related to day-to-day life, keeping them secure. Documents are organised within the Digiposte+ app by “universes”. Three new universes, supplementing those already available, will be presented at CES 2019.

“Working life” universe

Before you’re hired and right through to retirement, Digiposte can collect, organise and store all useful documents related to your working life such as qualifications, employment contracts, payslips, etc.

Qualifications and employment records, which are often falsified, can now be certified. Digiposte already does this with the payslips it receives from more than 2,000 companies, together with qualification certificates from such prestigious institutions as the École Polytechnique and the University of Grenoble. The origin of these documents is known, and Digiposte certifies them as authentic by means of a certificate of authenticity. This certification enables any candidate applying for a job to guarantee the veracity of the documents (qualifications, training, certificate of employment, etc.) that they send to the recruiter via Digiposte. The employment contract can then be signed by the new recruit within Digiposte+, and their payslips filed in their digital safe each month.

“Health” universe

Digiposte enables users to keep their health documents together and manage them, keep track of reimbursements, organise processes for themselves and for the people they are responsible for, and be notified of important reminders.

With 55 organisations now available within the Digiposte+ app’s “health” universe, including social security, CAF, and the more widespread insurance companies, most of the documents related to a user’s health can now be retrieved automatically: statements, insurance certificates, social security payments, insurance policies, payment notifications, and so on.

“Young adult” universe

The app offers support for young people as they embark on their adult life by collecting, organising and receiving their administrative documents: certified qualifications, EDF electricity bills and those from mobile and internet operators, receipts for purchases from Amazon, Fnac, Showroomprive and more, bank statements, health certificates and, ultimately, payslips. They can also use Digiposte to prepare files for administrative processes, such as a new EDF contract, request for a home loan, rental file, mail redirection, etc. There’s a notes area too, where memos can be included so that nothing is overlooked in the safe.

To access their own Digiposte space, users simply create an account by visiting [this page](#) or by downloading the Digiposte+ app from the iOS or Android stores on their smartphone or tablet. Once the account is created, all that remains is to connect the



organisations of one's choice; any documents issued by them subsequently will automatically be placed in the user's digital safe.

Digiposte+ is available as a free version allowing users to connect five organisations and one bank to their account, and to use 5

GB of storage space. The paid subscription offers the same features, but unlimited. More information is available on the [La Poste website](#).

Source: [Le Groupe La Poste](#)



Posti's Annual Review 2020 is published

17-03-2021

Posti Group Corporation's Annual Review for 2020 has been published. The Annual Review includes the audited consolidated financial statements, the Board of Directors' Report, the Sustainability Report, the Corporate Governance Statement and the Remuneration Statement.

Sustainability Report describes the actions taken by Posti during the year to make progress towards its targets in the areas of economic, social and environmental responsibility. As in previous years, this report is based on the international Global Reporting Initiative (GRI) framework. Posti plays a significant role in promoting a more environmentally sustainable tomorrow. Our ambitious goal is to be carbon free in 2030.

[Financial statements and Board of Directors' Report 2020](#)

[Sustainability report 2020](#)

[Corporate Governance Statement 2020](#)

[Remuneration report 2020](#)

Source: [Posti](#)

PostNord leads the industry into the low-carbon economy

17-03-2021

PostNord achieved its climate goal for 2020 and has thus reduced its carbon footprint by 40 percent compared to the 2009 level. With a continued focus on sustainability, an ambitious new goal has now been set: fossil-free operations by 2030.

With its leading position and important role in society, PostNord has a considerable responsibility to contribute to sustainable development in an industry that depends on transport. The Group has conducted goal-oriented work on sustainability issues for a long time, and is now raising its ambitions yet again.

“The aim is to lead the letter and logistics industry into the low-carbon economy by becoming fossil free by 2030. With a clear goal of becoming fossil free, PostNord continues to take responsibility for the national and global climate goals,” says PostNord President and Group CEO Annemarie Gardshol.

The Group is working to draw up green business plans for how the transition can be implemented, taking into account the conditions in the various Nordic markets. Including suppliers, customers and consumers in the efforts is a key element in achieving the goal.

“With the full support of the board behind us, we will be able to make even more climate-friendly investments, but the goal of becoming fossil free includes not only our own vehicles, but also those of subcontractors who perform transports on our behalf. We are a large buyer of transport services, and thus have the opportunity to

transform an entire infrastructure. In order for us to be able to carry out this transformation together, we will share our lessons learned, both positive and negative,” says Annemarie Gardshol.

Achieving the goal will require innovation in areas ranging from efficient logistics and e-commerce to increased electrification and secure access to biofuels in all our markets.

Reducing our carbon footprint by 40 percent by 2020 compared to 2009 was a challenge.

“The ambition was high when the CO2 goal was defined and, as the volumes being transported have increased significantly due to volumes relating to parcels increasing rapidly, it was a real challenge to achieve it. But thanks to excellent focus and a clear vision of the goal, we managed it! This gives us the confidence to take on an ambitious new climate goal,” says Annemarie Gardshol.

Examples of PostNord’s success in the area of sustainability:

- reduced its carbon footprint by 40 percent compared to 2009
- provision of support for customers in the printing industry, who are wholeheartedly investing in digital printing for sustainable development
- less empty space when packing vans

- and trucks, for example by using the innovative SpaceInvaders system, which can be used to stack pallets
- fossil-free delivery operations throughout Södermalm in Stockholm and in the city center of Malmö, Sweden
 - ranked the most sustainable logistics brand, according to Swedish consumers*

Examples of upcoming activities that will help achieve the climate goals:

- methodical reviews of customer transport arrangements, to identify more climate-smart solutions
- fossil-free transports in various Finnish and Swedish cities
- investment in electric and other environmentally friendly vehicles in Norway
- participation in the EthaDrive project, where two ethanol-powered heavy

trucks, based in Norrköping, Sweden, started operating in fall 2020

- reduction of the climate impact by ensuring use of electric distribution vehicles by third-party customers (TPL)
- new environmentally friendly terminal in Tampere, Finland

* For the second time, PostNord Sweden heads the industry rankings in the European brand study Sustainable Brand Index (brand study about sustainability in the consumer market in Sweden; the ranking is a combination of both environmental factors and social responsibility, based on the definition of sustainability according to the UN's sustainable development goals).

You can read more about our sustainability work on the Group's website:

<https://www.postnord.com/sustainability>.

Source: [PostNord](#)



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Source: [PostNord](#)



Accelerated Roadmap to decarbonization: Deutsche Post DHL Group decides on Science Based Targets and invests EUR 7 billion in climate-neutral logistics until 2030

22-03-2021

The funds will flow in particular into alternative aviation fuels, the expansion of the zero-emission e-vehicle fleet and climate-neutral buildings.

Deutsche Post DHL Group is increasing the pace of its planned decarbonization of the company. To this end, the Group is investing a total of 7 billion euros (Opex and Capex) over the next ten years in measures to reduce its CO2 emissions. The funds will flow in particular into alternative aviation fuels, the expansion of the zero-emission e-vehicle fleet and climate-neutral buildings. Along the way towards its zero emissions target by 2050, which has already been in force for 4 years, the company is committing to new, ambitious interim targets. For example, Deutsche Post DHL Group commits as part of the acclaimed Science Based Target initiative (SBTi) to reduce its greenhouse gas emissions by 2030 in line with the Paris Climate Agreement.

The climate targets are part of Deutsche Post DHL Group's new sustainability roadmap, in which the company sets out its ESG goals for the next years. In addition to its commitment to the environment, the Group also defines clear targets and measures in the areas of social responsibility and governance.

New Sustainability Roadmap

The Board of Management and Supervisory Board of Deutsche Post DHL Group will propose to shareholders at the next Annual

General Meeting that the remuneration system for the Board of Management will be aligned even more closely with sustainable business development. In the future, the achievement of ESG targets will be taken into account when calculating the remuneration of the Board of Management - a clear signal that the commitment to sustainable business is a top priority at Deutsche Post DHL Group.

"As the world's largest logistics company, it is our responsibility to lead the way and guide the logistics industry into a sustainable future. We are turning our yellow Group into a green company and making an important contribution to our planet and society," says Frank Appel, CEO of Deutsche Post DHL Group. "I am convinced that by focusing even more on our ESG goals, we will remain the first choice for customers, employees and investors - and thus lay the foundations for long-term economic success."

A commitment to sustainability is an integral part of Deutsche Post DHL Group's corporate culture. Since 2008, the Group has had ambitious sustainability targets, for example with regard to CO2 reduction. In 2017, the Group became the first logistics company in the world to set a target of reducing its greenhouse gas emissions to net zero by 2050. To this end, the company



offers numerous innovative solutions to make supply chains more sustainable and help its customers achieve their environmental goals. With "Strategy 2025" introduced in 2019, sustainability has become a fundamental component of the corporate strategy.

Frank Appel: "Covid-19 has once again reinforced the major megatrends of our time: globalization, digitalization, e-commerce and sustainability - the four drivers of our 'Strategy 2025'. Of these topics, sustainability is the most pressing challenge. With our sustainability roadmap, we are stepping up our efforts and explicitly promoting the Sustainable Development Goals of the United Nations."

Environment: billions invested in alternative fuels, e-mobility and climate-neutral buildings

In the fight against climate change, Deutsche Post DHL Group is committed to ambitious CO2 reduction targets as part of the Science Based Target Initiative. The Group assumes that its emissions would be around 46 million tons in 2030 without the measures of the new sustainability roadmap. In 2020, emissions were 33 million metric tons. Today, the company is committed to reducing these annual Group CO2 emissions to below 29 million tons by 2030, despite the expected continued strong growth in global logistics activities.

To achieve this, Deutsche Post DHL Group will invest around 7 billion euros (Opex and Capex) in climate-neutral logistics solutions by 2030. The expenditures arising from this up to 2023 have already been taken into account in the investment plan up to 2023

communicated on March 9. For short distances and the last mile, the Group is continuing to drive forward the electrification of its vehicle fleet. By 2030, 60 percent of global delivery vehicles for the last mile are to be electrically powered, hence more than 80,000 e-vehicles will be on the road. In 2020, the figure was 18 percent.

On longer routes, especially in air transport, electric drives are not an alternative for the foreseeable future. That is why Deutsche Post DHL Group is pushing for the development and use of fuels produced from renewable energies: By 2030, at least 30 percent of fuel requirements in aviation and line haul are to be covered by sustainable fuels. In addition, the Group is investing in environment friendly properties (office space, mail and parcel centers, and logistics warehouses): All new buildings are being constructed will be climate-neutral.

Frank Appel: "Sustainable, clean fuel alternatives are elementary for climate-neutral logistics in a globalized world. In air transport in particular, these could help reduce CO2 emissions. That's why we will engage even more intensively in initiatives and strengthen cross-industry exchange to develop a global strategy and standards here. One thing is certain: Only by joining forces - across countries and sectors - will we achieve truly sustainable progress in all areas."

Social responsibility: Promoting diversity and keeping employee satisfaction at a high level

Based on the corporate values "Respect & Results", Deutsche Post DHL Group will also further promote inclusion and equal

opportunities within the organization. The proportion of female executives in management is supposed to increase from 23.2 percent today to at least 30 percent by 2025. "Our motivated diverse workforce is the key to excellent service quality and high customer satisfaction. Satisfied customers are the basis for economic success. This is another reason why we are convinced that it is worth actively promoting equal opportunities", says Thomas Ogilvie, Chief Human Resources Officer and Labor Director at Deutsche Post DHL Group.

In addition, the Group has set itself the goal of maintaining the approval rating in the "employee engagement" category in the annual global employee survey at a consistently high level of above 80.

Deutsche Post DHL Group also intends to further expand its social contribution to society in the coming years. The Group commits to invest 1 percent of its net profits annually in its social impact programs and initiatives. The GoTrade program, launched in the fall of 2020, focuses on giving small and medium-sized enterprises from developing countries access to global markets and thus enabling cross-border trade. The GoHelp disaster response program provides emergency logistical assistance quickly and free of charge in the event of a disaster. The Group also continues to expand the GoTeach program,

which improves the employability of young people living in socially disadvantaged circumstances due to poverty, loss of loved ones or fleeing from disaster, by preparing them with the necessary skills to successfully transition to the world of work.

Corporate governance: Highest standards in every corner of the world

Deutsche Post DHL Group also sets itself even stricter rules with regard to good corporate governance. For example, the Code of Conduct for Suppliers has been updated. The rules and standards described in it have been aligned even more closely with sustainability criteria. In addition, a new policy statement on human rights has been introduced." As a market leader, we are a role model for responsible and ethical business practices and fair behavior. ESG is an integral part of Strategy 2025 and all relevant KPIs are therefore integrated into the management of the Group and its regular reporting ", says Melanie Kreis, Chief Financial Officer of Deutsche Post DHL Group.

In the future, the achievement of ESG targets is to be taken into account when calculating the remuneration of the Board of Management. This will be proposed to the Annual General Meeting on May 6, 2021.

Source: [Deutsche Post DHL Group](#)

Aditro Logistics supports the growth of Cervera and takes the warehouse optimization to the next level

22-03-2021

Aditro Logistics, part of the Finnish Posti Group, is taking the warehouse optimization to the next level by installing an AutoStore® warehouse system in its eCommerce site in Arlanda. The system will include 40 robots, 50,000 storage bins and it will enable more than 1,000 order lines per hour. Thanks to the new system, Aditro Logistics can further enhance its customer experience and offer scalable and cost-efficient logistics and eCommerce solutions to its customers. The system will be delivered by Element Logic Sweden and the first customer to benefit from the investment is Cervera, one of Sweden's leading retailers.

In a step towards further standardization and optimization of its process and workflow in the Arlanda eCommerce logistics site, Aditro Logistics has decided to invest more than SEK 70 million (EUR 7 million) in a goods to man solution. Aditro Logistics strives to create a seamless fulfilment experience for its customers and automation of its logistics processes is one important step on the way. The chosen supplier of the automation is AutoStore®, world's fastest-growing warehouse system. The system is planned to be operational in April 2022.

“Implementing the AutoStore warehouse system marks the beginning of a new era for us. Logtech, robotics and automation are the cornerstones of our strategy. By adding this solution, we have taken the next step in future-proofing our warehousing offering and helping us to ensure the fulfilment of our customers’ logistics and eCommerce needs also in the future,” says Johannes Gussander, CEO of Aditro Logistics. “This is a vital part of our conceptualized way of working and something we will further roll out to our other sites within Aditro Logistics and Posti Group. I’m also very happy to continue our long-term cooperation with

Cervera with a new, multiyear contract. Thanks to this new solution, we were able to offer Cervera the scalability, capacity and cost efficiency that they were looking for,” Gussander continues.

“We are excited to embark on this new journey with Aditro Logistics and Posti Group and take a step into the future of customized and automated logistics. This new warehouse setup perfectly suits our growth ambition and logistics needs. We are in the midst of transforming our entire company into a leading eCommerce company with stores. This new agreement enables us to continue our projected growth journey in full speed without capacity constraints and meanwhile ensuring top quality towards the end consumer,” says Peter Rimbäck, CEO at Cervera.

The new AutoStore® system will be delivered by Element Logic Sweden. “Automated and efficient warehouses are an important enabler of global eCommerce. We are proud to work with Aditro Logistics and deliver this state-of-the-art solution that supports the competitiveness of Aditro Logistics and its customers,” says Thomas Karlsson, Managing Director of Element



Logic Sweden.

“We have worked out the new deal structure in a true partnership effort together with the team at Aditro Logistics. The new automation solution from AutoStore and Element Logic will be tailored to both our eCommerce and store logistics flows to perfectly match our logistics needs with regards to location, capacity, quality and efficiency. We also believe that Aditro Logistics’ and Posti Group’s extensive experience from logistics optimization and specifically their new initiatives into logtech, will be very beneficial for Cervera going forward. The AutoStore automation will substantially increase the capacity in terms of number of handled orders per day, which will be important to fulfil our e-com customer promise, especially during the high season peaks,” concludes Beatriz Fellenius, Supply Chain Manager at Cervera.

Automation and robotization to enable efficient operations

Aditro Logistics’ AutoStore® installation will include 40 robots, 10 pick stations, 3 inbound stations, 50,000 storage bins and it will enable more than 1,000 order lines per hour. In addition to the AutoStore® system and grid, the new installation will also include a complete conveyor system with remote packing stations and sorting capacity. The system is highly scalable so adding new robots and/or pick stations as well as grids

and bins is easy. This makes it quick to add new customers and new products to the system.

Becoming a modern delivery and fulfilment company

Aditro Logistics is part of the Finnish Posti Group, whose goal is to become a modern delivery and fulfilment company. Posti creates value for its customers by covering and optimizing the e-commerce logistics value-chain from transport to warehousing and from sorting to delivery. Aditro Logistics’ AutoStore® investment plays an important part in making this happen.

Posti Group has announced that it is investing over EUR 100 million into growing its sorting and distribution capacity, developing its digital capabilities, and expanding its parcel locker network. In February 2021, Posti Group already announced that its Finnish logistics company Transval will invest EUR 37 million in constructing a 30,000 m2 warehouse that utilizes cutting-edge technology and automation. The AutoStore® investment in Aditro Logistics’ warehouse in Arlanda is a further example of Posti Group’s commitment to invest in automation and robotization to improve the efficiency of its operations and to enhance customer experience.

Source: [Posti](#)

Austrian Post FY 2020

23-03-2021

Extreme challenges due to declining letter mail, increasing parcel volumes and Covid-19 well mastered

2020 impacted by COVID-19

Letter Mail volume decline of 7 %, 12 % drop in Direct Mail volumes

30 % rise in Austrian parcel volumes, CEE/SEE parcels up by 27 %, 37 % increase in Turkey

Revenue 2020 increased by 8.3 %

Revenue growth of 8.3 % to EUR 2,189.2m (+3.3 % excl. Aras Kargo)

Strong parcel growth (+44.4 %) offsets decline in Letter Mail and Direct Mail (-7.4 %)

Earnings below prior-year level

EBITDA down by 5.0 % to EUR 302.8m

EBIT of the logistics business 2020 (excl. Retail & Bank Division) of EUR 204.4m

Mail down by 16.4 % to EUR 164.4m

Parcel & Logistics up by 94.5 % to EUR 73.5m

Group EBIT 2020 reduced by 19.9 % to EUR 160.6m

Loss of EUR 43.8m in the Retail & Bank Division due to start-up costs for bank99

Cash flow reduced and balance sheet extended

Gross cash flow down by 2.0 % and operating free cash flow down by 16.5 % to prior-year level

Increased balance sheet total of EUR 2,680.2m (+31.2 %) due to launch of bank99

Dividend proposal of EUR 1.60 per share (payout of 94 % of net profit)

Positive outlook 2021

Revenue 2021 up by 8 % to 10 % expected

Targeted earnings (EBIT) increase of at least

10 % (EBIT 2020: EUR 161m)

Continuation of capacity expansion programme: +30 % sorting capacity by 2022

2020 was a huge challenge for many companies across the globe, including Austrian Post. In particular, the COVID-19 pandemic at the beginning of 2020 and the following temporary lockdown regulations and restrictions have left their mark on Austrian Post and of its customers, both in social and economic terms. The market environment has somewhat improved in the third and fourth quarters. Many companies managed to adapt to the difficult conditions. "We succeeded in maintaining the safety and health of employees as well as the business performance of Austrian Post. Against the backdrop of current framework conditions, the results in the past financial year can be considered as entirely satisfactory" says CEO Georg Pölzl.

Austrian Post Group revenue rose by 8.3 % to EUR 2,189.2m in 2020. This revenue increase can be attributed to the good development in the parcel business (+44.4 %): while the Mail Division registered a disproportionately drop in revenue of 7.4 % related to COVID-19, the Parcel & Logistics Division managed to record further volume gains in the Austrian market (parcel volume +30 %), in South East and Eastern Europe (parcel volume +27 %) as well as in the newly consolidated Turkish market (parcel volume +37 %).

In terms of earnings, a good fourth quarter also enabled the company to end 2020 on a conciliatory note. Fourth-quarter EBIT reached a level of EUR 79.2m compared to EUR 70.5m last year. Accordingly, EBIT in 2020 amounted to EUR 160.6m, down by 19.9 % from EUR 200.6m in 2019. The start-up costs of bank99 in the Retail & Bank Division, which was launched in April 2020, accounted for a substantial share of the decline. Disregarding the negative earnings contribution of the Retail & Bank Division, EBIT of the logistics business was almost stable at EUR 204.4m for the 2020 financial year. EBITDA for the 2020 financial year fell by 5.0 % to EUR 302.8m.

Earnings per share equalled to EUR 1.75 in 2020. On the basis of Austrian Post's solid performance and balance sheet strength, it will be proposed to the Annual General Meeting scheduled for 15 April 2021 to once again approve the payout of an attractive dividend of EUR 1.60 per share, corresponding to a payout ratio of 94 % of the net profit and a dividend yield of 5.6 % at the closing share price on 31 December 2020.

Austrian Post aims for both revenue and earnings growth in 2021. The objective is to continue further improving despite the reduced visibility and higher volatility in the market. Austrian Post expects revenue growth of 8 % to 10 % and an earnings improvement of 10 %. Moreover, in 2021 it remains important to continue the logistics capacity expansion programme. Sorting capacity in Austria should be expanded by another 30 % by the end of 2022. The objective of Austrian Post is to strengthen its leadership position in terms of service quality as well as efficiency and speed.

“Our special thanks go to the employees and the partners of Austrian Post. All of them were working strenuously on a daily basis during the challenging fourth quarter to ensure that Austrian Post customers receive their parcels on time in spite of record parcel volumes”, states Georg Pölzl. “This is the basis for our quality leadership. Together we will manage to continue being the preferred partner of our customers”, concludes Pölzl.

The entire report is available on the Internet at post.at/ir --> Reporting

Poste Italiane 2024 Sustain and Innovate

19-03-2021

The Board of Directors of Poste Italiane S.p.A chaired by Maria Bianca Farina, approved on March 18, 2021, ‘2024 Sustain & Innovate’™, a four-year strategic plan designed to thrive on the strong foundations laid with Deliver22.

The Board of Directors of Poste Italiane S.p.A (“Poste Italiane”) chaired by Maria Bianca Farina, approved on March 18, 2021, ‘2024 Sustain & Innovate’, a four-year strategic plan designed to thrive on the strong foundations laid with Deliver22.

The successful execution of Deliver22 has been built around the Group’s historical competitive advantages, anticipating and addressing areas of growth with a proactive and clear strategic view. The Joint Delivery Model was a key enabler for delivering 210 million parcels in 2020, more than doubling 2016 volumes. Record TFAs of €569bn were reached in 2020, with Postal Savings outflows at lowest levels since 2012.

‘2024 Sustain and Innovate’ will continue to deliver co-ordinated growth opportunities in all our businesses. With execution underpinned by long-term strategic vision, the Group aims to:

- confirm Poste Italiane’s role as a strategic pillar for Italy. Poste Italiane continues to play a vital role in Italy’s vaccination plan
- deliver responsible growth and drive Italy’s sustainability and social integrity, with a strategy structured along 8 pillars and in full alignment with UNSDGs
- drive the accelerated shift towards

digital and third party-network channels

- evolve the logistic network throughout the value chain, to capture the full growth potential coming from the growing parcel market. By 2025 over 50% of revenues in the Mail & Parcel segment will come from the parcel business (20% in 2017)
- achieve customer portfolio diversification across savings, insurance and investment products, building on the position as the preferred financial partner, through a state-of-the-art, data-driven technology platform while becoming fully omnichannel
- keep payments as the core and uniquely build on the telco business with the intention of engaging with customers towards more value-added services such as the energy product offer in early 2022

‘2024 Sustain & Innovate’ has pragmatic and achievable financial targets and clearly defined KPIs, including mid-plan objectives.

Operating profit will further improve from €1.5 billion to €2.2 billion by the end of the plan, supported by revenue growth and cost discipline in all business segments. Targets are built on granular and diverse initiatives, with a low execution risk.

Source: [Poste Italiane](#)



IPC to officially transmit data to EU ICS2 on behalf of 26 posts

25-03-2021

As of 15 March, the new EU ICS2 system entered into force, under which all goods imported into the European Union customs area, including through postal networks, will have to be pre-registered. This new obligation represents an operational challenge for posts. IPC worked together with its member posts to develop a solution to address this.

Thanks to [IPC COMETS](#) (Centralised Operational Message Exchange and Translation System), postal data are transmitted to the EU system in a centralised manner, considerably reducing the burden and the costs for posts. Following conformance certification by the European Commission, IPC has been certified as the official sender of the data on behalf of 26 posts participating in COMETS.

Holger Winklbauer, CEO, IPC, said: “The entry into force of the new ICS2 obligation represents a major challenge for EU posts importing goods into the EU. The launch of IPC COMETS is the result of a successful cooperation with our members. It shows how IPC can support its members to deal with these kinds of requests in a streamlined and cost-effective way. In addition, COMETS has the potential to be used to assist posts with similar international pre-registration obligations in the field of customs or security”.

IPC COMETS is designed to map electronic data messages from the postal EDI format to the EU’s Entry Summary Declarations (ENS) format. Since the required data is already available in the IPC Data Hub and is already transported over IPC’s Message Exchange Platform, extending these systems to provide a centralised solution enables the posts to comply with the new obligations in a

streamlined way and at a lower cost.

Posts had to adapt their local operational processes to implement all ICS2 requirements and, where appropriate, integrate their operational systems with this centralised system. The sending post may have to give more information on a specific shipment, following a possible request from the local customs issued through the European Commission system. The destination post may then have to take actions accordingly (e.g. stopping a shipment).

[Click here for more information about IPC COMETS.](#)

About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 25 member postal operators in Asia Pacific, Europe and North America. IPC’s solutions and services are used by over 190 posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help members enhance service for international



letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. Throughout the COVID-19 crisis, IPC has positioned itself as a crucial coordination platform between posts worldwide and put in

place operational solutions to ensure the continuity of cross-border mail flows. For more information, please visit our website.

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FedEx Corp Reports Strong Third Quarter Results

18-03-2021

Operating Results Significantly Impacted by Severe Winter Weather; Continued Strong Earnings Growth Expected in Fourth Quarter.

“I’m exceedingly proud of our FedEx team members, who are moving the world forward through the delivery of COVID-19 vaccines — the most important work in the history of FedEx,” said Frederick W. Smith, FedEx Corp. chairman and chief executive officer. “As reflected in this quarter’s results, continued execution of our strategies is producing strong earnings growth and margin improvement across our company. We expect demand for our unmatched e-commerce and international express solutions to remain very high for the foreseeable future.”

Operating results increased primarily due to strong volume growth in U.S. domestic residential package and FedEx International Priority services and pricing initiatives across all transportation segments. These factors were partially offset by costs to support strong demand and expand services, variable compensation expense, higher labor rates, and one fewer operating weekday.

Severe winter weather during February reduced the quarter’s operating income by an estimated \$350 million. The weather significantly impaired operations at several of the company’s largest facilities, including the primary FedEx Express hub in Memphis and FedEx Express hubs in Indianapolis and North Texas.

Net income includes tax benefits of \$108 million (\$0.40 per diluted share) from a tax rate increase in the Netherlands applied to deferred tax balances and associated with voluntary contributions to the company’s pension plans.

Outlook

FedEx is unable to forecast the fiscal 2021 year-end mark-to-market (MTM) retirement plan accounting adjustment and certain debt refinancing costs that may be incurred in connection with debt reduction and refinancing transactions as part of the company’s capital allocation strategy. As a result, FedEx is unable to provide a fiscal 2021 earnings per share or effective tax rate (ETR) outlook on a GAAP basis.

For fiscal 2021, FedEx is forecasting:

- Earnings of \$16.80 to \$17.40 per diluted share before the year-end MTM retirement plan accounting adjustment and debt refinancing costs that may be incurred;
- Earnings of \$17.60 to \$18.20 per diluted share before (i) the year-end MTM retirement plan accounting adjustment and (ii) debt refinancing costs that may be incurred and excluding (iii) TNT Express integration expenses; (iv) costs associated with business realignment activities; and (v) the second quarter fiscal 2021 MTM TNT Express retirement plan accounting adjustment;
- ETR of 21% to 22% prior to the year-end MTM retirement plan accounting adjustment; and
- Capital spending of \$5.7 billion, an increase from the prior forecast due to changes in the timing of aircraft payments and the acceleration of FedEx Ground capacity expansion initiatives.

These forecasts assume continued recovery in U.S. industrial production and global trade, no additional COVID-19-related business restrictions and current fuel price expectations. FedEx's ETR and earnings per share forecasts are based on current law and related regulations and guidance.

"The significant improvement in our third quarter results highlights the momentum in our business which continued through an unprecedented peak season," said Michael C. Lenz, FedEx Corp. executive vice president and chief financial officer. "Our growth in fiscal 2021 has identified opportunities for investments that further position us for sustained long-term growth in earnings and cash flows as we move into fiscal 2022 and beyond."

Corporate Overview

FedEx Corp. (NYSE: FDX) provides customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services. With annual revenue of \$79 billion, the company offers integrated business solutions through operating companies competing collectively, operating collaboratively and innovating digitally under the respected FedEx brand. Consistently ranked among the world's most admired and trusted employers, FedEx inspires its more than 570,000 team members to remain focused on safety, the highest ethical and professional standards and the needs of their customers and communities. FedEx is committed to connecting people and possibilities around the world responsibly and resourcefully, with a goal to achieve carbon-neutral operations by 2040. To learn more, please visit about.fedex.com opens in a new window.

Additional information and operating data are contained in the company's annual report,

Form 10-K, Form 10-Qs, Form 8-Ks and Statistical Books. These materials, as well as a webcast of the earnings release conference call to be held at 5:30 p.m. EDT on March 18, are available on the company's website at investors.fedex.com. A replay of the conference call webcast will be posted on our website following the call.

The Investor Relations page of our website, investors.fedex.com opens in a new window, contains a significant amount of information about FedEx, including our Securities and Exchange Commission (SEC) filings and financial and other information for investors. The information that we post on our Investor Relations website could be deemed to be material information. We encourage investors, the media and others interested in the company to visit this website from time to time, as information is updated and new information is posted.

Certain statements in this press release may be considered forward-looking statements, such as statements relating to management's views with respect to future events and financial performance and underlying assumptions. Forward-looking statements include those preceded by, followed by or that include the words "will," "may," "could," "would," "should," "believes," "expects," "anticipates," "plans," "estimates," "targets," "projects," "intends" or similar expressions. Such forward-looking statements are subject to risks, uncertainties and other factors which could cause actual results to differ materially from historical experience or from future results expressed or implied by such forward-looking statements. Potential risks and uncertainties include, but are not limited to, the negative impacts of the COVID-19 pandemic; economic conditions in the global markets in which we operate; anti-trade measures and additional changes in international trade policies and relations; a

significant data breach or other disruption to our technology infrastructure; our ability to successfully integrate the businesses and operations of FedEx Express and TNT Express in the expected time frame and at the expected cost and to achieve the expected benefits from the combined businesses; our ability to successfully implement our FedEx Express workforce reduction plan in Europe; our ability to continue to transform and optimize the FedEx Express international business, particularly in Europe; our ability to successfully implement our business strategy, effectively respond to changes in market dynamics and achieve the anticipated benefits and associated cost savings of such strategies and actions; the future rate of e-commerce growth and our ability to successfully expand our e-commerce services portfolio; damage to our reputation or loss of brand equity; the impact of the United Kingdom's withdrawal from the European Union and the terms of their future trading relationship; the timeline for recovery of passenger airline cargo capacity; changes in fuel prices or currency exchange rates; our ability to match capacity to shifting volume levels; the impact of intense competition; evolving or new U.S. domestic or international government regulation or regulatory actions; future guidance, regulations, interpretations, challenges or judicial decisions related to our tax positions; our ability to effectively operate, integrate, leverage and grow acquired businesses, including ShopRunner, Inc.; legal challenges or changes related to service providers engaged by FedEx Ground and the drivers providing services on their behalf; an increase in self-insurance accruals and expenses; disruptions or modifications in service by, or changes in the business or financial soundness of, the U.S. Postal Service; the impact of any international conflicts or terrorist activities; our ability to quickly and effectively restore operations following adverse weather or a localized

disaster or disturbance in a key geography; our ability to achieve our goal of carbon-neutral operations by 2040; constraints, volatility or disruption in the capital markets and our ability to obtain financing; and other factors which can be found in FedEx Corp.'s and its subsidiaries' press releases and FedEx Corp.'s filings with the SEC. Any forward-looking statement speaks only as of the date on which it is made. We do not undertake or assume any obligation to update or revise any forward-looking statement, whether as a result of new information, future events or otherwise.

RECONCILIATIONS OF NON-GAAP FINANCIAL MEASURES TO GAAP FINANCIAL MEASURES

Third Quarter Fiscal 2021 and Fiscal 2020 Results

The company reports its financial results in accordance with accounting principles generally accepted in the United States ("GAAP" or "reported"). We have supplemented the reporting of our financial information determined in accordance with GAAP with certain non-GAAP (or "adjusted") financial measures, including our adjusted third quarter fiscal 2021 and 2020 consolidated operating income and margin, net income and diluted earnings per share, and adjusted third quarter fiscal 2021 and 2020 FedEx Express segment operating income and margin. These financial measures have been adjusted to exclude the impact of the following items (as applicable):

- TNT Express integration expenses incurred in fiscal 2021 and 2020; and
- Fiscal 2021 business realignment costs.

We have incurred and expect to incur significant expenses through fiscal 2022 in connection with our integration of TNT



Express. We have adjusted our third quarter fiscal 2021 and 2020 consolidated and FedEx Express segment financial measures to exclude TNT Express integration expenses because we generally would not incur such expenses as part of our continuing operations. The integration expenses are predominantly incremental costs directly associated with the integration of TNT Express, including professional and legal fees, salaries and employee benefits, travel and advertising expenses. Internal salaries and employee benefits are included only to the extent the individuals are assigned full-time to integration activities. The integration expenses do not include costs associated with our business realignment activities.

Costs related to business realignment activities in connection with the FedEx Express workforce reduction plan in Europe are excluded from our third quarter fiscal 2021 consolidated and FedEx Express segment non-GAAP financial measures because they are unrelated to our core operating performance and to assist investors with assessing trends in our underlying businesses.

We believe these adjusted financial measures facilitate analysis and comparisons of our ongoing business operations because they exclude items that may not be indicative of, or are unrelated to, the company's and our business segments' core operating performance, and may assist investors with comparisons to prior periods and assessing trends in our underlying businesses. These adjustments are consistent with how management views our businesses. Management uses these non-GAAP financial measures in making financial, operating and planning decisions and evaluating the company's and each business segment's ongoing performance.

Our non-GAAP financial measures are intended to supplement and should be read together with, and are not an alternative or substitute for, and should not be considered superior to, our reported financial results. Accordingly, users of our financial statements should not place undue reliance on these non-GAAP financial measures. Because non-GAAP financial measures are not standardized, it may not be possible to compare these financial measures with other companies' non-GAAP financial measures having the same or similar names. As required by Securities and Exchange Commission rules, the tables below present a reconciliation of our presented non-GAAP financial measures to the most directly comparable GAAP measures.

Fiscal 2021 Earnings Per Share and Effective Tax Rate Forecasts

Our fiscal 2021 earnings per share (EPS) forecast is a non-GAAP financial measure because it excludes (i) the fiscal 2021 year-end mark-to-market (MTM) retirement plan accounting adjustment, (ii) certain costs (debt refinancing costs) that may be incurred in connection with debt reduction and refinancing transactions (debt refinancing transactions), (iii) estimated fiscal 2021 TNT Express integration expenses, (iv) estimated fiscal 2021 business realignment costs, and (v) the second quarter fiscal 2021 MTM TNT Express retirement plan accounting adjustment. Our fiscal 2021 effective tax rate (ETR) forecast is a non-GAAP financial measure because it excludes the impact of the fiscal 2021 year-end MTM retirement plan accounting adjustment.

We have provided these non-GAAP financial measures for the same reasons that were outlined above for historical non-GAAP measures. The fiscal 2021 year-end MTM

retirement plan accounting adjustment, debt refinancing costs that may be incurred and the second quarter fiscal 2021 MTM TNT Express retirement plan accounting adjustment are excluded from our fiscal 2021 EPS and ETR forecasts, as applicable, because they are unrelated to our core operating performance and to assist investors with assessing trends in our underlying businesses. Estimated fiscal 2021 TNT Express integration expenses and estimated fiscal 2021 business realignment costs are excluded from our fiscal 2021 EPS forecast for the same reasons described above for historical non-GAAP measures.

We are unable to predict the amount of the year-end MTM retirement plan accounting adjustment and debt refinancing costs that may be incurred, as they are significantly impacted by changes in interest rates and the

financial markets, and our ability to complete any debt refinancing transactions depends on a variety of factors, including economic and market conditions. Accordingly, such adjustments are not included in our fiscal 2021 EPS and ETR forecasts, as applicable. For this reason, a full reconciliation of our fiscal 2021 EPS and ETR forecasts to the most directly comparable GAAP measures is impracticable. It is reasonably possible, however, that our fiscal 2021 year-end MTM retirement plan accounting adjustment and debt refinancing costs that may be incurred could have a material impact on our fiscal 2021 consolidated financial results and ETR, as applicable.

Source: [Fedex](#)

Posti's emissions fell by 37 percent, according to a newly published sustainability report

17-03-2021

Posti has today published its annual sustainability report. The report shows, among other things, that the company's own emissions fell by 14 percent last year. The previous long-term emissions goal was exceeded, as the reduction relative to net sales was 37 percent. The report also explains how occupational safety developed despite increased parcel volumes due to the corona.

Posti Group Oyj published its sustainability report today, describing how the company has promoted its goals in the areas of economic, social, and environmental responsibility during the reporting year. As in previous years, the report's frame of reference is the international Global Reporting Initiative (GRI).

Posti's previous long-term emissions goal was to reduce total emissions in Finland in proportion to net sales by 30 percent compared to the level of 2007 by 2020. We exceeded the target, as the reduction relative to net sales was 37 percent. In absolute terms, emissions decreased by 34 percent compared to 2007, with the reduction amounting to 71,000 tons.

"We have been reporting our emissions openly since the beginning of the 21st century and have been actively working to reduce them. We launched our first environmental program in the late 1990s, and we currently have the most ambitious emissions goal in the logistics industry and a clear roadmap for achieving that goal," says Head of Sustainability Noomi Jägerhorn. "Also, we have compensated our emissions for mail delivery since 2011 and all Finnish operations since 2015."

Posti's current goal is to reduce its own emissions to zero by 2030. Progress towards the target has been good, as emissions decreased by 14% last year compared to the previous year.

Emissions were reduced by, among other things, the introduction of renewable diesel in Posti's own parcel transports, the increased use of electric vehicles, the acquisition of Finland's most extensive heavy truck equipment powered by renewable diesel, and the transition to renewable electricity in those sites where it had not yet been done.

The scale of operations is illustrated by the fact that Posti employees visit the door of three million homes or businesses every day. The company delivered more than 64 million packages last year.

In total, the company drove about four million kilometers with renewable fuels last year. In mail delivery, electricity already reaches almost 40 percent of households.

During 2020, Posti committed to the Science Based Targets initiative to ensure that all our targets align with the latest climate science.

Responsibility even stronger at the heart of the business

"Our updated strategy, announced at the beginning of the year, as well as our purpose, place responsibility even more strongly at the core of the business," says Jägerhorn. "We have also updated our sustainability program. In addition to the environment, its second priority is the well-being of our people. We want all Posti employees to be able to be proud of their postal service and the work they do."

The increased importance of sustainability is also highlighted by the fact that Posti's emissions target is one of the meters company uses to reward its top

management.

The corona situation required a special focus on occupational safety issues throughout the company, especially in sorting, transport, and deliveries. At the heart of all operations is the safety of staff and customers. The parcel business saw a significant increase in volumes from the beginning of 2020 due to the exceptional situation.

Despite the exceptional year, the entire company's accident rate decreased by 13% from the previous year. All in all, Posti has coped well with the challenges of the corona epidemic so far.

Source: [Posti](#)



Overall USPS Mail Delivery Performance Recovers from Severe Winter Storms; Peak Holiday Demand

18-03-2021

The United States Postal Service announced today strong improvements in mail delivery service performance across all categories and regions as its third-party- operated air network and mail and package processing and delivery operations continued to stabilize from a historic peak holiday season and severe February storms throughout the country.

For the week of March 6 through March 12, 2021, overall service performance recovered to pre-holiday levels with First-Class Mail reaching 83.69 percent of the Post Service's national performance standard of one-to-three-day delivery. Mailing of Marketing Materials (90.84 percent) and Periodicals (77.64 percent) rebounded to levels of service performance on par with Postal Service deliveries before last year's record-breaking peak holiday season, from mid-November through mid-January.

"This recovery in our mail delivery efforts speaks to the dedication of our Postal employees as they overcame crippling winter storms and the impact of COVID-19," said Postmaster General Louis DeJoy. "While we have much more room for improvement, I am proud of the courage and determination our USPS team have shown as they've delivered for the American people and worked toward achieving a consistent level of service excellence."

Following an unprecedented three-week impact on the air network due to the

February 13-17 winter storm, which crippled regions of the country, the Postal Service focused on network stabilization to help address First Class Mail delays. The resulting air network backlog has now been cleared. The Postal Service expects continued and sustained improvement in mail delivery performance moving forward.

Additionally, the Postmaster General and the USPS Leadership Team have been working on a 10-year plan to address service performance challenges. As Postal Service data and numerous OIG reports have repeatedly shown, over the past eight years, the Postal Service has chronically failed to meet service performance targets. Details on the plan, which focuses on service excellence and financial sustainability, are forthcoming.

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

Source: [USPS](#)



Norway Post has been named Norway's most sustainable logistics company

18-03-2021

Today, Europe's largest brand study on sustainability, the Sustainable Brand Index, is published and Norway Post is the brand in the packaging and logistics industry that Norwegians perceive to be the most sustainable. Bring comes in second place. Norway Post is in sixth place among all brands that Norwegians perceive as most sustainable.

Norway Post is part of Norwegians' everyday lives and it is very gratifying that the work we do to create positive values for the environment and society is noticed. This is motivating for our further sustainability work, says Tone Wille who is CEO of Norway Post.

Norway Post is also the logistics company that comes out best in the selection in the Sustainable Brand Index overall ranking

when looking at the results in the Nordic countries. In Norway, Posten comes in 6th place out of 254 brands, in Sweden PostNord in 145th place out of 390 brands, while in Finland Posi comes in 71st place out of 212 brands.

The full report can be read here: <https://www.sb-index.com/ranki>.

Source: [Posten Norge](#)



Postmaster General and leadership of union and management associations form joint task force on service performance

23-03-2021

Task force to identify and address service issues at select locations across the country.

The following Joint Statement was issued by: emerging issues.

Postmaster General and Chief Executive Officer Louis DeJoy
 Fred Rolando, President of the National Association of Letter Carriers
 Paul Hogrogian, National President of the National Postal Mail Handlers Union
 Daniel Heins, National President of the United Postmasters and Managers of America
 Mark Dimondstein, President, American Postal Workers Union
 Ronnie Stutts, President National Rural Letter Carriers' Association
 Brian Wagner, President National Association of Postal Supervisors

The National Task Force will also ensure resources are allocated, lines of communication are open and concerns that are not resolved locally are escalated quickly.

Maintaining strong service performance is a process, not a destination; through weather, natural disasters and a holiday season in the midst of a pandemic. Mail never stops flowing through our system. If bottlenecks occur it can have a cascading impact on the network. Addressing issues early can make all the difference.”

“Recognizing that issues in certain facilities across the country continue to hamper service performance, we have come together to form a National Joint Task Force on Service Performance to identify and craft solutions to improve service at specific locations within the network. Members of the Joint Task Force will work together on making necessary changes to strengthen service reliability, share best practices and stay vigilant to any

The National Task Force held their first meeting on March 22.

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

Source: [USPS](#)



2018 Universal Postal Service Net Cost Meets Compensation Conditions

23-03-2021

During an online session of the Consultative Council, ANCOM adopted the decision on compensating the net cost of CNPR's providing postal services under the universal service obligation in 2018, by RON 6,285,244. According to the Authority's assessment, the provision of these services constituted an unfair burden for CNPR in 2018, the two conditions provided by the law being cumulatively met.

The net cost of the Universal Service Obligation

The net cost of the universal service obligation is the difference between the net costs borne by the designated universal service provider as a result of fulfilling the universal service obligations and the net cost incurred by the same provider if it operated exclusively on commercial bases, without the universal service obligations.

According to the legislation in force, the net cost is an unfair burden for the universal service provider and can be compensated only if two conditions are cumulatively met: the level of return on average capital employed recorded from the provision of services within the scope of universal service under the legal obligations is below the weighted average cost of capital determined by ANCOM and the value of the net cost determined by the Authority exceeds the materiality threshold of 3% of the revenues registered by the designated universal service provider following the provision of services within the scope of universal service.

The Authority analysed whether these two criteria have been met in order to assess the

unfair burden character of the net cost incurred by CNPR in the provision of services within the scope of universal service in 2018.

Compensating the net cost

ANCOM analysed in detail the data and the assumptions used by CNPR in preparing the net cost compensation request, the calculation methodology and the net cost actual calculation, as well as the additional information provided by CNPR. Where necessary, the data and the actual calculation of the net cost value were adjusted. Thus, CNPR's obligations as a designated universal service provider were an unfair burden in 2018, the value of the net cost registered by this company in 2018, including intangible benefits, being RON 16,278,484. The maximum amount that can be compensated is RON 6,285,244, representing the value of the net cost that could be compensated until reaching the reasonable level of return on average employed capital registered from the provision of services within the scope of universal service.

Financing the net cost

The net cost compensation mechanism is to

be established by Government Decision, by resorting to one of the following financing sources: from state budget funds, in compliance with the national and European legal framework in the field of state aid, or by sharing the net cost among postal service providers and/or users, in compliance with the national and European legal framework in the field of state aid.

Access to the universal postal service is a person's right to benefit from the uninterrupted provision of certain postal services (the services within the scope of universal service), at a certain quality level, at any point on the territory of Romania, at affordable tariffs.

Source: [ANCOM](#)

Universal postal service



Postal services: Light Friday delivery to continue throughout the country

24-03-2021

Light Friday delivery of letters, publications and advertisements, already familiar to mail recipients from a year ago, will continue.

For senders and recipients, the return to the Light Friday delivery will once again mean that items scheduled for Friday delivery (letters, some publications, advertisements) will be mainly delivered already on Thursday. The earlier deliveries are made possible by the fact that the lower Friday volume of mail can be sorted earlier. However, some items will not be delivered until Monday of the following week.

Delivered on Fridays:

- Newspapers in early-morning delivery
- Newspapers included in the Daytime

Delivery and Long-Distance Delivery services

- Letters and postcards with a Plus Sticker
- Express letters
- Parcels

Light Friday delivery is the result of a permanent decrease in the volume of mail, which was greatly accelerated by the COVID-19 pandemic last year. Light Friday delivery was introduced in June 2020. Nowadays, a household will only receive 3.5 addressed items per week.

Source: [Posti](#)



Royal Mail offers Parcel Collect free of charge until 30 May

29-03-2021

From now until 30 May 2021, Royal Mail will collect up to five parcels a day for free, on top of postage, from consumers across the UK with Parcel Collect.

In order to use the service, which normally includes a pick-up charge of 72p for a parcel or 60p for a return item, customers simply need to ensure they have already paid the correct postage to send their item.

If an item does not have pre-paid postage, customers are able to pay for their postage online using Click & Drop available by visiting send.royalmail.com or via the Royal Mail App.

Customers must book a collection via Parcel Collect. When a postman or postwoman collects the parcel, the customer will receive an email notification that acts as proof of postage.

Launched in October 2020, Parcel Collect has enabled postmen and postwomen to collect parcels and returns from customers while they carry out their daily round. As well as offering even higher levels of convenience, the move enables online sellers and online shoppers to mail or return a pre-paid item by post from the comfort of

their own home. Since launch, postmen and postwomen have collected over one million parcels.

As part of the service, postmen and postwomen will collect a parcel from the customer's door or nominated safe place. Parcel Collect is also available for pre-paid return items.

Royal Mail can collect up to five parcels at a time. Parcel Collect is available six days a week** and can be booked up to five days in advance and up to midnight the day before.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "The introduction of Parcel Collect has been incredibly successful. This promotion is an opportunity for all consumers across the UK to try out this fantastic service free of charge. Parcel Collect is part of our commitment to continuously make our services more convenient as we re-invent the way we deliver to and from our customers."

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



U.S. Postal Service Announces Changes to Delivery Time for Priority Mail Express, and Seeks to Transfer Bound Printed Matter Parcels to the Competitive Product List

26-03-2021

The United States Postal Service filed notice with the Postal Regulatory Commission (PRC) today seeking to transfer Bound Printed Matter (BPM) Parcels to the Competitive Product list, and simplifying the delivery time for Priority Mail Express (PME).

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Currently, PME has three guaranteed delivery time windows within the 1 – 2 business day service standards: 10:30 a.m. (in select locations, for an extra fee), noon, or 3 p.m. The new single guaranteed delivery time will be 6 p.m. on the committed delivery day, regardless of package origin and destination.

The price of using PME as a shipping option will not change. The current price for PME flat rate envelope starts at \$26.35. Additional pricing information can be found on our website.

BPM parcels contain advertising, promotional, directory or editorial material such as catalogs, books and other printed material, and can weigh up to 15 pounds. The contents must be securely bound by permanent fastening such as staples, spiral binding, glue, or stitching. The Postal

Service has requested that the PRC change the classification of BPM parcels from a Market Dominant product to a Competitive product.

By transferring these parcels to the Competitive Product list, the Postal Service will have a greater opportunity to utilize product and pricing strategies to be market responsive and better aligned with the Postal Service's shipping product portfolio.

Bound Printed Matter flats — generally catalogs up to three-quarters of an inch thick and weighing more than one pound — will remain as a Market Dominant product.

The PRC will review the changes before they are scheduled to take effect. The complete Postal Service filings can be found on the PRC site under the Daily Listings section at prc.gov/dockets/daily.

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

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



Swiss Post is withdrawing from the security logistics market and disposing of its cash transportation operations

30-03-2021

Swiss Post has decided to sell the business operations of its subsidiary SecurePost Ltd to the international company Loomis Schweiz AG as of 1 May 2021. Loomis will continue to employ SecurePost Ltd's 450 staff. The parties have agreed that the price of the transaction will remain confidential.

SecurePost Ltd has transported valuable goods and cash for Swiss Post, its subsidiaries, as well as for other customers, since 2003. SecurePost, which is wholly owned by Swiss Post, operates in an extremely challenging and increasingly high-risk environment. Most of its customers come from cash-oriented sectors and include banks, retailers, jewellers and Swiss Post itself. SecurePost has no universal service obligation. The company helped Swiss Post and PostFinance to meet their legal universal service obligation. SecurePost is a specialized unit within the Group and ensures the supply of cash for Swiss Post branches and PostFinance in particular.

SecurePost Ltd has been under financial pressure for several years and underwent a reorganization. It has successfully stabilized its financial position over recent years by consistently implementing efficiency measures. During this period, SecurePost fell victim to several brutal attacks. This series of attacks on various cash transportation vehicles resulted in new regulatory and actuarial requirements, particularly in Western Switzerland. The situation is now being exacerbated by the negative effects of the coronavirus crisis on the circulation of cash.

Various options assessed to secure jobs

Swiss Post believes SecurePost Ltd's business model in its current form is vulnerable and has examined various options to provide a long-term solution to the supply of cash for the Group. This analysis also focused on SecurePost Ltd's 450 employees.

After careful reflection, Swiss Post decided to procure the cash transportation services required from a company operating in Switzerland and internationally. SecurePost Ltd's business operations will be transferred to this company. In Loomis Schweiz AG, Swiss Post has found an established buyer in the sector that will take over and continue to employ all staff. SecurePost's business operations are to be transferred to Loomis Schweiz AG on 1 May 2021. A consultation process will begin on 31 March 2021, during which Secure Post Ltd employees will have the opportunity to express their views on the planned measures. The sale to an international company able to operate efficiently under the more stringent regulatory and actuarial conditions will ensure the provision of high-quality cash transportation services in Switzerland in future and also represents a future-oriented step for the workforce. The parties have



agreed that the sale price and purchase conditions of the transaction will remain confidential.

About SecurePost Ltd

SecurePost Ltd is a subsidiary (100%) of Post CH Ltd and specializes in all-in security logistics solutions. The range of services extends from the transportation of money and valuables, to cash processing, to the servicing of automated teller machines. SecurePost Ltd does not have a statutory

mandate from the Confederation – but it does support PostFinance’s mandates through its provision of cash.

The cash transport company was founded in 2003, with the aim of guaranteeing the supply of cash to Swiss Post branches through a new, secure channel. Cash had previously been supplied via the Railway Mail Service. SecurePost Ltd is now one of the biggest security logistics operators in the Swiss market.

Source: [Swiss Post](#)



DHL Express uncovers next wave of E-commerce growth

30-03-2021

By 2025, 80% of all B2B sales interactions between suppliers and professional buyers will take place in digital channels.

- Whitepaper predicts online B2B increase of more than 70% by 2027 to US\$ 20.9 trillion (2019: US\$ 12.2 trillion)
- Covid-19 pandemic drives digital transformation and significantly accelerates B2C and B2B E-commerce growth
- DHL Express closed FY2020 with best result in its history (EBIT: €2.7bn, +34.9% yoy)

DHL Express released a new Whitepaper "The Ultimate B2B E-commerce Guide: Tradition is out. Digital is in". The study predicts strong growth for the B2B E-commerce market in the coming years: by 2025, 80% of all B2B sales interactions between suppliers and professional buyers

will take place in digital channels. The impact of the Covid-19 pandemic on the pace of digitalisation and the purchasing behaviour of technology-savvy millennials, who are now of an age to be the professional B2B decision-makers, are the main drivers of this global E-commerce growth. What is predicted for the future of the B2B sector, has already been visible in the significant B2C E-commerce rise over the last years, where DHL Express experienced high growth rates particularly during the holiday peak seasons (e.g. Easter, Christmas) and mega shopping days (e.g. Black Friday, Cyber Monday). In total the B2C E-commerce volumes within the DHL Express network increased in 2020 by approximately 40%, compared to 2019.

Source: [Deutsche Post DHL Group](#)

Pandemic fuels Australian online shopping boom

31-03-2021

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

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

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

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

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

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

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

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

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

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

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

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

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

Leading categories were Food and Liquor and Home & Garden products, each up 77



per cent and 70 per cent YOY respectively, as people spent more days at home and invested their time on domestic projects.

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

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

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

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



Board of Directors

07-04-2021

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

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

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

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

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

Source: [bpost](#)



La Poste and Inria join forces to accelerate responsible digital innovation for the benefit of society

26-03-2021

La Poste, a leader in local services and digital trust, and Inria, the French National Institute for Computer Science, announce the signature of a partnership aimed at helping to enhance France's digital sovereignty. The goal is to accelerate innovation in trusted digital technologies and make them more environmentally friendly.

This partnership, that also involves the Fondation Inria, support Inria's research activities, while helping La Poste to innovate further in digital trust, artificial intelligence and eHealth. This partnership also includes supporting Inria's tech entrepreneurship programme and aiding the development of their IT engineers and researchers.

La Poste and Inria are seeking to work together to develop trusted and responsible digital solutions as the digitisation of society continues apace.

Through this partnership, which will run for an initial period of 3 years, La Poste is keen to support French research into digital technology and science. Around twenty or so Inria teams will be given the opportunity to carry out research alongside experts from the La Poste group operating in these areas.

A collaboration focused on digital trust

La Poste recently published its strategic plan "La Poste 2030 - committed for you", in which it identified digital technologies as one of their key areas for development, and are seeking to consolidate its role as a trusted digital third-party, in particular through its Docaposte subsidiary.

The partnership with Inria will strengthen its

capacity for innovation in digital trust services, while reflecting a willingness on the part of the group to become more open to partnerships and to operating within an ecosystem.

Three research and development topics

Three scientific topics have been identified for the partners to work together on :

Developing responsible uses of digital services

The aim is to identify ways of reconciling the digital transformation of society and environmental protection through concepts such as the sustainability by design of digital services.

Building a trusted digital ecosystem for businesses and citizens

Work will centre around data protection, cybersecurity and trust in algorithms (used for artificial intelligence) with a view to striking a balance between the "ethical" usage of anonymised data and privacy.

Easing health data usage to improve medicine care

The focus will be on the conditions for using



and processing health data while protecting patients' privacy.

Supporting entrepreneurship and training

La Poste and Inria are keen to strengthen existing ties between research and entrepreneurship. Within the group's priority development sectors, La Poste will support Inria Startup Studio in its aim to launch 100 start-ups a year.

La Poste will also assist with the training of

Inria engineers and researchers by offering jobs within the company. La Poste will be able to offer career opportunities to Inria experts looking to move into the corporate world.

Through the involvement of the Fondation Inria and its funding programmes for Inria initiatives (for research and innovation), this partnership is very much in keeping with the foundation's motto "Bring Social Purpose to the Digital World".

Source: [Le Groupe La Poste](#)



UPS Healthcare to expand cold chain capabilities in Europe with new Rome facility

23-03-2021

UPS today announced it is breaking ground on a new 40,000 square meter built-to-suit healthcare logistics facility in Rome, Italy. The state-of-the-art validated and GMP-compliant facility is scheduled to open July 2022, and will include multiple validated controlled temperature environments for healthcare products requiring -20C to -80C, 2C to 8C and 15C to 25C storage.

The facility will support pharmaceutical and medical device customers in Italy and will provide another direct link from Europe to UPS's global network.

"We continue to expand our industry leading cold chain capabilities in the European market," said Wes Wheeler, president of UPS Healthcare. "Our new facility in Rome will service the growth needs of our healthcare clients in a country that manufactures many of the world's most important sterile pharmaceuticals."

When combined with UPS Healthcare's active temperature-controlled delivery services, this latest expansion highlights the company's position as the provider of choice for end-to-end cold chain distribution and transportation.

"Our experience moving critical healthcare shipments, including COVID-19 vaccines, means that more of our clients are looking to us for solutions," said Kate Gutmann, UPS chief sales and solutions officer, and senior vice president, UPS Global Healthcare. "We're investing heavily in our global cold chain so we can continue to be a market leader in this space."

This expansion, in addition to facility investments in Singapore, Shanghai, Australia and several key markets in the United States, is another step in implementing UPS Healthcare's strategy. UPS's recent investments also include: a new state-of-the-art GMP facility in Birmingham, United Kingdom; a new warehouse in the Czech Republic; cold chain expansion and a freezer farm in Roermond, The Netherlands; and a second central GMP facility near Warsaw, Poland.

The company now operates 125 GDP/GMP facilities in 34 countries around the world.

UPS Healthcare continues to provide extensive services addressing the full range of logistics needs from healthcare-licensed distribution space, to supply chain management, kitting, packaging and fulfillment of medical devices, labs and clinical trial specimens. The company's global infrastructure, monitoring and tracking capabilities, and private data protection make UPS Healthcare a best-in-class supply chain expert that remains flexible, agile and responsive to myriad logistics demands.

Source: [UPS](#)



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

02-04-2021

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

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

A partnership to accelerate in a growing specialised market

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

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

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

A development strategy for the corporate market

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

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

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

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

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

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

Source: [Le Groupe La Poste](#)



Impact of Pandemic on Postal Service Finances

29-03-2021

Objective

On March 13, 2020, the President of the U.S. issued the national emergency declaration concerning the COVID-19 pandemic (pandemic). During the ongoing pandemic, the U.S. Postal Service provided essential services as part of the nation's critical infrastructure by continuing to process and deliver mail and packages. The pandemic continues to have an unpredictable impact on Postal Service operations and finances.

From March through September 2020, the Postal Service separated pandemic-related expenses from daily operating expenses to determine the financial impact. These pandemic-related expenses included supplies, services, transportation expenses, and sick and annual leave expenses, among others. Some expenses, such as supplies and services, were directly tracked while others, like transportation expenses, were estimated.

Additionally, the Postal Service generates cash almost entirely through the sale of postal products and services. For a decade prior to the pandemic, the Postal Service publicly expressed concerns regarding its financial liquidity. During the pandemic, the Postal Service's concerns intensified, and management believed liquidity would decline sharply. In March 2020, Congress passed legislation authorizing additional borrowing authority, up to \$10 billion, for the Postal Service. This legislation also deferred Social

Security taxes for employers, including the Postal Service, through the end of calendar year 2020.

Our objective was to assess the impact of the pandemic on Postal Service finances.

Findings

The pandemic impacted the Postal Service's finances; however, impacts were not entirely negative. Although expenses did increase because of the pandemic, near-term liquidity improved, as package volume and revenue increased in the second half of fiscal year (FY) 2020. Specifically, revenue at FY 2020 year-end was \$73.1 billion, which was between \$2.9 and \$6 billion greater than pandemic projected scenarios. The increase in revenue was largely driven by ongoing, unpredictable package volume increases. We evaluated the pandemic's impact on projected versus actual revenue in a separate audit.

Although management made considerable efforts to isolate expenses specific to the pandemic, the Postal Service did not capture all pandemic-related expenses in a timely or consistent manner. Specifically:

- Expenses were not consistently tracked.
- Expenses charged to gift cards were double counted and misallocated.
- Voyager Card systems did not clearly identify or track all pandemic-related transactions.
- Methodologies to estimate pandemic-



related impacts to transportation and leave expenses were not documented and were largely based on professional judgement.

As of September 2020, the Postal Service reported about \$744 million in pandemic-related expenses for items such as safety and cleaning supplies, increased transportation costs, and increased leave usage. Specifically, the Postal Service reported expenses in the following categories:

- Supplies and cleaning materials: \$204 million
- Pending pandemic-related field expenses not yet transferred to the centralized account: \$10 million
- Pandemic postcards to the public: \$4 million
- Transportation expenses: \$124 million
- Leave expenses: \$402 million

Transportation and leave pandemic-related expenses could not be directly identified; therefore, management developed methodologies to estimate these expenses. We could not assess the reasonableness of the methodologies because they were not well- documented and were largely based on professional judgement.

Further, through a survey issued to 13 financial managers in the field, we determined that there was no documented procedure outlining how tracking and reporting of expenses should occur. Survey results indicated expense reports were submitted at different intervals, making it difficult to directly track pandemic-related expenses.

In a subsequent meeting, management provided an updated workbook outlining an enhanced validation process to ensure pandemic-related expenses are tracked and supported. The workbook contains enhancements to the original expense tracking process we evaluated in this report. Although we have not fully evaluated the workbook, which is in draft, it provides a more thorough analysis and validation for pandemic-related expenses. We may conduct future audit work around Postal Service requests for COVID-19 expense reimbursement.

Although the pandemic could not be anticipated and management worked swiftly to put measures in place to account for pandemic-related expenses, without specific policies or procedures, the Postal Service was unable to efficiently track expenses resulting from the pandemic.

By the end of FY 2020, the pandemic had not produced the sharp decline in liquidity that Postal Service management anticipated early in the pandemic. Instead, cash flows exceeded expectations, due to sharply rising package revenues, management actions, and employer Social Security tax deferrals. Management's actions included borrowing, reducing planned capital expenditures, and defaulting on fiscal year-end retirement payments. With strong cash flows contributing to record fiscal year-end cash of \$14.4 billion, the Postal Service did not borrow against the \$10 billion Congress authorized in the March 2020 legislation. Further, management ensured compliance with the Postal Reorganization Act annual debt limit through timely debt repayment. While the effects of the pandemic on the Postal Service's liquidity have been

favorable to date, the remaining length and severity of the pandemic's impacts are unknown.

Recommendation

We recommend management develop

specific policies and procedures to ensure expenses are consistently documented, validated, and tracked for unanticipated crisis or catastrophic events.

[Read full report](#)

Source: [USPSOIG](#)



PRC Evaluates Postal Service Compliance with Pricing and Service in FY 2020 Annual Compliance Determination

29-03-2021

Today, the Postal Regulatory Commission (Commission) issued its 2020 Annual Compliance Determination (ACD) assessing the pricing and service performance of the Postal Service in fiscal year 2020 (39 U.S.C. Section 3653).

The Commission is required to issue its ACD 90 days after the filing of the Postal Service's Annual Compliance Report (ACR). Key issues identified in the ACD include:

Ten Market Dominant products did not cover their costs in FY 2020, and two of the five Market Dominant classes (Periodicals and Package Services) were also non-compensatory.

Operational and financial problems with flat-shaped products persisted, as these products had a negative contribution of more

than \$1 billion, and despite previous Commission directives, the Postal Service does not have a satisfactory plan to correct this.

Due to a number of internal and external factors, 17 of 22 Market Dominant products failed to meet their service standards, the worst service performance results since the Postal Accountability and Enhancement Act of 2006 mandated the establishment of service standards and tracking of performance against those standards.

Source: [PRC](#)



U.S. Postal Service Announces Changes to Delivery Time for Priority Mail Express, and Seeks to Transfer Bound Printed Matter Parcels to the Competitive Product List

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

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



Challenges for people in need of postal services

26-03-2021

An active digital life reduces the need for letter services and written messages for most people. But for the elderly, for example, people with visual impairment and deaf-blindness, the need for fast letter services is bigger. This is shown by a survey commissioned by the Swedish Post and Telecom Agency (PTS).

PTS is tasked with providing services that give people with disabilities equal access to telephony, electronic communications and mail.

In line with digitalisation, the need for written messages changed and the postal operators adapt their operations based on this. PTS has therefore commissioned a survey of special needs regarding postal services. The study interviewed, among others, the blind, the elderly and people with neuropsychiatric disabilities as well as brain damage.

Greater need for fast mail in certain groups
The survey shows that the elderly, people with hearing impairment, visual impairment, deaf-blindness and motor impairment have a greater need for letter services as it is more difficult for them to take part in the digital society.

In many cases, the interviewees emphasize that the frequency of mail is not in itself decisive, but that it is still important to be able to send and receive time-critical items, such as care notices and medicines.

Greater need for home delivery and proximity to service
The survey shows that many of the

interviewees feel that it is important to be able to have postal items delivered to their homes. Many people express that it creates problems in everyday life when they need to pick up consignments from agents. It is important that the agents are accessible via public transport and that they are located in geographical locations where users still move.

Calls for collaboration

Several interviewees call for increased collaboration, between the postal industry and representatives of people with disabilities, in the design of available services.

This may include the provision of information regarding letter and parcel deliveries. Suggestions for improvements to parcel boxes and access to physical buttons for people with impaired vision, and the opportunity to book parcel boxes at the bottom of the cabinets for people in wheelchairs.

This report is one of several documents that can form the basis for the design of the universal postal service in order to meet society's changing needs and at the same time be sustainable in the long term.

Source: [PTS](#)



Changes in the prices of international parcel services from May 3

31-03-2021

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

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

We are revising our international parcel service prices as follows:

3.5.2021 onward

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

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

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

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

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

More information about sending parcels abroad.

Source: [Posti](#)



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

12-04-2021

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

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

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

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

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

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

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

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

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

Earnings momentum mirrored in positive cash flow development and improved outlook

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

In light of the strong earnings momentum,

guidance for 2021 is adjusted as follows:

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

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

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

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

Source: [Deutsche Post DHL Group](#)