

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

25-11-2022

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

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

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

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

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

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

The Postal Service's preparedness for the holiday season reflects strategic investments

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

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

Actively hiring an additional 20,000 seasonal employees ahead of the holiday season. One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

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

Source: [USPS](#)

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

25-11-2022

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

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

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

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

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

## Parcels

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

## Transaction Mail

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

## Direct Marketing

For the third quarter, Direct Marketing



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

### **Group of Companies**

The Canada Post Group of Companies<sup>2</sup> recorded a loss before tax of \$136 million in the third quarter, compared to a loss before

tax of \$191 million in the third quarter of 2021. In the first three quarters of 2022, the Group of Companies recorded a loss of \$300 million before tax, compared to a loss before tax of \$274 million in the same period of 2021.

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

Source: [Canada Post](#)



## New uniform for NZ Post this Christmas

01-12-2022

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

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

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

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

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

The new NZ Post delivery uniform includes an iconic short-sleeved polo shirt – the Ahipara –

as well as a long-sleeved polo, shorts, trackpants and fleece. Protection for the colder months is covered with a reversable high vis puffer jacket, with removable sleeves to create a puffer vest – the Aoraki – as well as full wet weather gear, including the Milford wind and waterproof jacket.

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

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

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

The NZ Post delivery uniform hasn't changed significantly over the past 11 years, while in the last decade a lot has changed with fabric technology and design. A lot too has changed in terms of considering environmental sustainability. The sustainability credentials of the new uniform align with NZ Post's commitment to minimising its impact on the planet.



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

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

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

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

“Te Papa has a special collection of historic NZ Post uniforms from the 1910s to the 1980s which tell a unique story of the changing landscape of New Zealand society. It’s exciting to see the next milestone

moment for what’s long been an indication of the style and trends of the times,” says Gibson.

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

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

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

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

“We’re really excited about our new look and what this signals for the future of our iconic brand.”

Source: [New Zealand](#)



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

30-11-2022

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

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

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

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

Source: [An Post](#)



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

01-12-2022

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

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

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

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

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

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

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

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

Source: [Posti](#)

