

## USPS Continues To Deliver Strong Service Performance

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The United States Postal Service reported new delivery performance metrics showing strong performance across all mail categories for the first seven weeks of the fiscal third quarter.

Through the first seven weeks of the third quarter, the average time for delivery of mail and packages across the postal network remained just 2.4 days.

Third quarter service performance scores covering April 1 through May 20 included:

- **First-Class Mail:** 93.5 percent of First-Class Mail delivered on time against the USPS service standard, an increase of 5.6 percentage points from the fiscal second quarter.
- **Marketing Mail:** 95 percent of Marketing Mail delivered on time against the USPS service standard, an increase of 2.8 percentage points from the fiscal second quarter.
- **Periodicals:** 86.5 percent of Periodicals

delivered on time against the USPS service standard, an improvement of 5 percentage points from the fiscal second quarter.

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

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

Source: [USPS](#)

## Celebrating 50 years of Pride

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Issued exactly 50 years to the day, the stamps celebrate the march that took place from Trafalgar Square to Hyde Park, which was the first to bear the name ‘Gay Pride Rally’. The march was inspired by events in the USA, where the first Pride events had taken place to commemorate the anniversary of the Stonewall riots in New York.

The stamps, specially commissioned by Royal Mail, were art directed by NB Studio and illustrated by award-winning artist Sofie Birkin. Her illustrations have featured in campaigns for brands such as Nike and Apple.

Royal Mail worked with journalist and published author Amelia Abraham on the stamp issue and also consulted with Royal Mail’s internal LGBT & Friends Network.

Beginning in 1972, the stamps tell a story of Pride over time. They depict the first ‘Gay Pride rally’ and early Pride events where participants shouted slogans such as, “Gay is fun! Gay is proud! Gay is beautiful!”, to the more recent update on the traditional rainbow flag, its design encompassing the flags of trans and intersex people, while also referencing the inclusion of LGBTQ+ people of colour.

David Gold, Director External Affairs & Policy, Royal Mail said: “The vibrant, colourful Pride events that take place in towns and cities across the UK today trace their origins to a small number of people who marched through central London half a century ago to raise awareness of discrimination and inequality. There have been huge changes in laws and social attitudes, but Pride events continue to play a key role in raising awareness of discrimination, as well as celebrating diversity and individualism.”

### Pride animation:

The designers of the stamps, NB Studio, have, in collaboration with animation studio, Animade, created a film using the illustrations featured in the stamp issue.

The film builds on the diverse and beautiful characters featured on the stamps and draws them together using rich storytelling throughout - which uses complex hand-drawn, frame by frame animation.

NB Studio selected Animade to bring Sofie Birkin’s illustrations to life - assisted by NB Studio’s writer Dan Radley, sound engineers Box of Toys Audio and voice actor Layton Williams.

Alan Dye, Creative Director at and owner of NB Studio, said “It was a real honour to be asked to design this iconic series for The Royal Mail, as they represent such an important part of British LGBTQ+ history. It was an absolute joy to work with Sofie Birkin who’s work we’ve admired for some time. Watching these beautiful illustrations come to life you could easily imagine yourself as part of the ‘March Through Time...’.

Jennifer Judd, co-founder and Managing Director at Animade, said: “This was a joyous project for Animade to be part of and gave us an opportunity as part of our creative industry to do something beautiful to celebrate Pride and the diverse LGBTQ+ community. Animation adds an extra narrative dimension, which helped to bring this important project



for Royal Mail to life.”

**Pride in the UK from 1972 to the present:**  
On 1 July 1972, a crowd of people gathered in London’s Trafalgar Square before marching to Hyde Park. This was not the first march for LGBTQ+ rights in the UK; similar protests had taken place in Highbury Fields, Islington, in 1970, and another in Trafalgar Square in 1971. But it was the first with the name ‘Gay Pride Rally’. The inspiration came from the USA, where the first Pride events had taken place to commemorate the anniversary of the Stonewall riots, the 1969 clash between the LGBTQ+ community and police in New York City. The spirit of Pride was one of defiant visibility. At London’s first event there was even a ‘kiss-in’ – a mass display of same-sex affection, while people at early Pride events chanted slogans such as, “Gay is fun! Gay is proud! Gay is beautiful!”

One of their demands was greater legal equality for gay people. Homosexuality was partially decriminalised in England and Wales in 1967, yet police arrests of gay and bisexual men remained common in the years following. Over the course of the first decade of Pride events, calls for basic safety and freedom were a priority; during Gay Pride Week in 1978, pamphlets were distributed to raise awareness of violent assaults on the LGBTQ+ community, such as the National Front’s then recent attack on the popular South London LGBTQ+ venue the Royal Vauxhall Tavern.

During the 1980s, an increased climate of homophobia in the wake of the AIDS epidemic meant that attacks on LGBTQ+ people in the UK continued. The health crisis also sparked new Pride events, such as Manchester Pride, which began as an AIDS fundraiser.

Throughout the 1990s, Pride spread across

the UK. Pride Scotia launched in Scotland, with annual marches alternating between Edinburgh and Glasgow, and the first Cardiff Pride followed in 1999. In the 2000s, attendance at Pride in London grew alongside increasing support for LGBTQ+ rights, and more events were launched under the Pride banner. In 2002, same-sex couples won the right to adopt; two years later, same-sex civil partnerships were legalised.

In 2013, an even more historic shift took place when the law was changed to allow same-sex marriage. The following year, Pride began to attract large corporate sponsorships, signalling its increased mainstream acceptance. By 2015, Pride in London, as it was now known, attracted a million people, and it continued to grow in the years following, until Pride celebrations had to be cancelled in 2020 and 2021 due to the coronavirus pandemic. Today, Pride in London remains the main event in the UK, though many others are flourishing across the country.

The stamps are available to pre-order from today (23 June) [www.royalmail.com/pride](http://www.royalmail.com/pride), by phone on 03457 641 641 and at 7,000 Post Offices across the UK. They go on general sale on 1 July. A Presentation Pack, containing all eight stamps, is priced at £12.96

Freddie Mercury’s childhood stamp album to be displayed at London’s Postal Museum: The Postal Museum in London is to display one of Freddie Mercury’s childhood possessions - his stamp album - for the first time.

The album will be on display in the museum from 13 July until 30 October this year and is part of the celebrations to mark the 50th anniversary of the UK Pride movement.

The 54-page album consists predominately of



stamps from the British Commonwealth and reveals not only Freddie's early life in

Zanzibar, but also his artistic talent.

Source: [Royal Mail](#)



## An Post 2021 Results Published Today: public service prioritised as Covid costs and Brexit funded by balance sheet

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An Post put the essential needs of the nation first, pausing elements of its Transformation plan, and expediting others in order to meet the urgent needs of individuals, communities, business and the Government.

The continued additional labour costs (Covid replacement staffing) through the pandemic in 2021 to meet societal needs; and the costs of Brexit disruption investment in new infrastructure dictated by new EU Customs and tax regulations in 2021; and declines in revenues on UK trade due to Brexit led to an overall Group loss.

An Post continues to transform its business, to drive growth and profit in the coming years, despite ongoing energy cost increases. A strong balance sheet of €680m in net assets, up from €368m in 2020, has been built through a significant transformation since 2017, putting An Post on a sound financial footing. An Post's pension scheme is now amongst the largest in the State with assets of over €4bn at the end of 2021 and a surplus of €499m.

### Pandemic costs

The Covid pandemic adversely impacted results by over €50m per annum in 2020 and again in 2021, due to PPE costs, replacement staff costs, vastly reduced Post Office transactions and a postponed price increase. The impact was fully serviced from An Post's strong balance sheet without any recourse to State funding or subsidies, for the second year. No other postal service in Europe kept as high a percentage of delivery routes open,

delivering every route every working day and keeping almost every post office open throughout the pandemic in the interest of social inclusion and supporting communities around Ireland.

### Impact of EU Customs and Brexit

New and complex EU customs rules came into force in 2021 and were exponentially complicated by Britain's exit from the Customs Union. At very considerable cost, An Post rapidly developed the infrastructure and systems to manage the complex new digital documentation required to enable the in-flow of parcels from outside the EU and to assist customers in overcoming massive initial disruption – all funded by An Post resources. Close to €90m was collected by An Post in customs charges on behalf of the State in 2021, an increase of €86m on the previous year. Postal trade with Britain fell by 58% when the new regulations came into force in July 2021 due to the complexities and the absence of adequate information and support systems for UK e-tailers. The digital innovations developed by An Post will be a significant asset as the Company continues to transform.

### Revenue

Revenue at €890.6m is very satisfactory given the disruption brought about by both the pandemic and the impact of new EU Customs rules and Brexit. E-commerce generated volume grew by over 100% since 2019, compensating for steadily decreasing letter revenue. An Post's ongoing investment in infrastructure means it is well-positioned for further growth. The Pandemic reduced



Post Office footfall and several revenue lines were adversely impacted, including cash bill payments and Foreign Currency, as foreign travel ground to a halt. In contrast, there was continued growth in new financial services products such as An Post Money credit cards, loans, and current accounts, and community banking with the addition of Bank of Ireland to post office banking.

David McRedmond CEO, An Post said:  
“No-one could have predicted the seismic geo-political changes of the past couple of years, all of which have shaped An Post as we lived up to our purpose “to act for the common good, now and for generations to come.

“Thanks to the transformation of An Post delivered by staff over the previous three years, the balance sheet had a strong cash surplus which could fund the costs of providing the public service through the Pandemic. I thank all of An Post’s employees for exemplary public service across the State.

“Our focus now post-Pandemic is to move back into profitable growth. I am delighted that the Post Office network in 2022 is on course to grow revenues by 5% and to move back into profit after two years of losses in the Pandemic.

“An Post Commerce, the Delivery network, is also moving back into growth and strong profit in the second-half of 2022, as the company gains share in contract parcels, offsetting consumer softness which is reducing eCommerce across Europe by 10% (IPC).

“While the Pandemic is largely behind us, the impact of Brexit remains profound. An Post has worked with the major e-tailers (such as Amazon and M&S) to provide a seamless

service, and with Royal Mail to improve postal flows. But the abject failure of the State-owned UK Post Office to implement new export rules into the EU has collapsed over-the-counter trade, with exports through this channel (essential for citizens and SMEs) into Ireland down 58%. Ireland was the first country to implement the new EU Customs’ regime but it will be mandated across the EU from the end of 2022. An Post continues to work tirelessly to help Irish consumers navigate the more complex trading rules globally.

“Now, the war in Ukraine has created the largest humanitarian crisis in Europe since the Second World War. An Post is helping refugees with a range of measures to assist them, and to support our postal colleagues in UKRPoshta. Against these crises, An Post has maintained a focus on the long-term. In 2021 we became the first postal service in the world to have zero emissions deliveries in all our cities. Our commitment to Sustainability is at the forefront of Ireland as we show strong action to decarbonise, act for the common good and develop a truly sustainable and profitable future. At the core of An Post’s performance is the quality and commitment of my colleagues, An Post’s 9,811 employees, and I thank each of them for their commitment to public service”, he concluded

Peter Quinn, CFO, An Post said:

“As we move into 2022, we expect to return to growth and profit, especially in the second half of the year. The inflation in energy costs and recovery from the pandemic as well as the new EU customs rules and Brexit, have required An Post to increase prices, but our commitment to the State and its citizens is undiminished. We will rebuild the Company’s reserves for ongoing investment, future crises, and events. The investments we made

in An Post's transformation over the past five years proved invaluable through the pandemic, and ensure a solid infrastructure for the years ahead.”  
Source: [An Post](#)



# Prescription Posties

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In creating the Royal Mail Health division, the company is working across the healthcare industry, including with local pharmacies, to ensure consumers can quickly and conveniently access the healthcare and medical products they need, through whichever route they choose to purchase. Royal Mail Health is transforming access to healthcare and will deliver care to the nation's doorstep through a range of new services that enable every consumer to better access their healthcare needs on their terms. This positions Royal Mail to play a leading role in the growing trend to put power in the hands of patients and their loved ones.

Royal Mail is building on its experience from delivering during the pandemic. The company has been a key partner for the Government's COVID-19 testing programme since the start of the pandemic, increasing capacity to c.1 million test kit deliveries a day in December 2021. Royal Mail also introduced a unique network of priority postboxes for the rapid return of test kits to labs to help in the country's fight against COVID-19.

Royal Mail Health will initially focus on the following four areas of healthcare delivery:

## 1. Providing healthcare direct to homes

Royal Mail Health recognises the importance of the growing online pharmacy market. Royal Mail Health will be developing its partnership with Pharmacy2U further in 2022 to make sure that NHS patients who are prescribed medication can order and receive it quickly and conveniently with free delivery.

The UK prescription market is growing 3.5%

year on year with 5% of prescriptions now online, according to NHS figures. There is increasing consumer demand for access to prescription medicines delivered direct to people's homes, reinforced by changes in online shopping behaviours in the last two years. According to recent research\*, almost a quarter (24%) of UK adults have ordered a prescription online and had it delivered to their home. And 35% of adults who haven't used this service would consider doing so. This increases to almost half (49%) for 18-44 year olds.

Royal Mail already has a strong presence in the healthcare market, delivering the majority of prescriptions which are ordered online.

## 2. Creating local to local networks to support pharmacies

As the UK's sole designated Universal Service Provider, Royal Mail is at the heart of every community and is trusted to deliver to over 31 million addresses across the UK, at least six days a week.

Royal Mail Health recognises the vital role the UK's 12,000 pharmacies play for local consumers and patients and it will be building a local to local network. This will enable Royal Mail Health to collect healthcare products from independent pharmacies and deliver those to the pharmacist's local patients. This will ensure the safe delivery of medicines to ensure patients get the medicines they need at the right time.

## 3. Digitally connecting community pharmacies and patients

Royal Mail Health has invested £1 million in





Charac, the NHS-integrated, one-stop platform for independent community pharmacies. This is to support the changing role of the local community pharmacist as the nation's healthcare system evolves.

Working with Charac, local pharmacies will be able to provide an online ordering system for their patient's healthcare products as well as enabling a fully digitised way to book follow-up consultations and services in the local pharmacy. In doing this, Royal Mail Health understands the importance of working on all aspects of patient's healthcare needs as pharmacists develop a broader relationship with the communities they serve.

#### 4. Checking on vulnerable people

Building upon the important role they played as key workers during the pandemic, Royal Mail Health will explore opportunities for posties to check on vulnerable people, ensuring they get access to the care and support they need. Royal Mail Health is identifying potential partners to work with in this space and planning trials.

Stefan Kulik has been hired as Managing Director of Royal Mail Health to lead the company's expansion into the industry, supporting healthcare and pharmaceutical companies. Stefan has a breadth of experience working in healthcare, with

previous roles held at companies including Johnson & Johnson.

Stefan Kulik, Managing Director of Royal Mail Health, said: "Royal Mail is uniquely placed to help the nation manage its health more easily, by bringing together two professions at the heart of the community: the postie and the chemist. As one of the country's most trusted institutions, this is the right time for Royal Mail to build on the support it has provided during the pandemic and its existing partnerships with online pharmacy providers.

"We know the importance of delivering care to the nation's doorstep and ensuring the reliable and safe delivery of medicines to ensure patients get the healthcare they need at the right time. We want to help everyone across the UK access their health needs quickly and conveniently, in whichever way they choose to."

Last year, Royal Mail worked with businesses including Pharmacy2U to trial same day delivery of 'over-the-counter' medicines and faster deliveries of prescriptions to some postcode areas across the UK. These trials provided customers with a speedy, convenient and secure way to order and receive vital medicine from the comfort of their own home. Royal Mail is now reviewing options to roll-out these services more widely.

Source: [Royal Mail](#)



## Deutsche Post DHL Group reveals action items to boost inclusive and sustainable trade

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However, all participants agreed on action items to further embrace the advantages of cross border trade for everybody. This report provides insights on how to shape modern trade policy and to further strengthen the global trade system. Deutsche Post DHL Group's intention is to draw on the insights and implied actions from this event shaping future GoTrade initiatives.

"Trade builds bridges that strengthen us as a global community. It equals jobs and creates a livelihood for people. Moreover trade and globalization have contributed to peace and international understanding - and will continue doing so", said Frank Appel, CEO of Deutsche Post DHL Group. "Our newly established GoTrade Summit attracted committed advocates for trade facilitation to seize its societal advantages. This forum revealed a strong case for public-private initiatives to modernize trade policy in a sustainable and inclusive manner. Together we want to make sure that the implied action points raised throughout the event will translate into actions."

### Modern trade policy has to broaden its focus on inclusivity

Participants of the GoTrade Summit agreed to promote inclusiveness of trade. The trade-off between higher economic performance - thanks to free trade - and equality needs to be addressed more thoroughly. In that respect, one finding revealed that trade policy making mechanisms need to ensure that they are transparent and account for the needs of smaller businesses. Offering trade knowledge to local bound small and medium sized businesses while simultaneously reducing complexity in trading across border is the winning recipe for inclusivity.

### Close collaboration between the public and private sector, seen with international vaccine logistics, is key to unlocking entire power of global trade

Effective collaboration between private and public institutions in trade facilitation has unfolded its genuine strength with international vaccine logistics. Seeing policy makers strengthen the approach of listening to the private sector working on the ground, as they did by joining to fight the pandemic, can help to unleash the power of trade facilitation. The collaboration between logistics providers, governments and international organizations seen on shipping COVID-19 vaccines serves as a blueprint for cross border transactions. The processes and practices introduced during the pandemic have served countries well and revealed the power of a coordinated approach to assure seamless supply chain effectiveness. Levering this approach may help cross border trade to grow even faster, reducing congestion e.g. through implementing pre-arrival clearance of goods.

### Digital tools and technologies will play an ever-increasing role in trade facilitation

Digitalization is a critical enabler for more inclusive trade policy. Implementing digital solutions help to improve the performance and efficiency of trade and customs



procedures further adding greater legal certainty and driving better compliance. Particularly small business have always struggled with the complexity of global trade. Now, on the one hand digitalization makes this easier, but on the other hand, digital solutions need to stay inclusive. As a conclusion projects to digitize trade require a focus on implementation efforts and investments needed in using them. Only by keeping both in a manageable magnitude also for SMEs will enable them to enter global markets.

### **SMEs suffer disproportionately from trade barriers**

Most business activity still takes place inside national borders, and the flows that do cross national borders mainly take place between neighboring countries. Prevailing trends still point to a future with large business opportunities to gain from stronger links to the wider world. SME's need empowerment, training and financial support to tackle those advantages of cross border trade especially in developed and least developed countries.

### **About the GoTrade Summit**

On 27th and 28th January 2022 Deutsche Post DHL Group hosted its inaugural GoTrade Summit with the theme "Connecting People, Improving Lives". It was hosted at the DHL Innovation Centre in Troisdorf , Germany. While Moderators and Hosts participated in person, panelists attended either in person or remotely via video streaming technologies. Of the 600 participants, the majority joined the event using the conference's web-portal and streaming facilities. Participation in the event was by invitation only.

### **About GoTrade**

GoTrade is a social impact program of Deutsche Post DHL Group (DPDHL) that seeks to make the world a better place through public private partnerships that foster international trade and sustainable economic growth. Particular focus is placed on: increasing the number and volume of small and medium-sized businesses (SME) in developing and least developed countries that trade across borders; reducing barriers to trade through trade facilitation; and leveraging DPDHL resources and capabilities to help countries implement best-in-class trade and custom procedures.

Source: [Deutsche Post DHL](#)

## European second-hand fashion marketplace Vinted enters logistics market

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Vinted Go, marked as a “major milestone” in the company’s history, will be a separate business within the Vinted Group and aims to find ways to reduce the negative impact of parcel delivery on the environment.

Sustainability is at the heart of the Vinted Group’s business model. The company was founded in Lithuania in 2008 to enable Lithuanian women to trade their pre-loved clothes online. In 2019 the firm became the

country’s first Unicorn and today is valued at more than €3.5 billion.

Vinted currently has 65 million members across 16 markets in Europe and North America with more than 300 million used items listed on the marketplace. It’s aim remains the same – to make second-hand the first choice worldwide.

Source: [CEP-Research](#)

