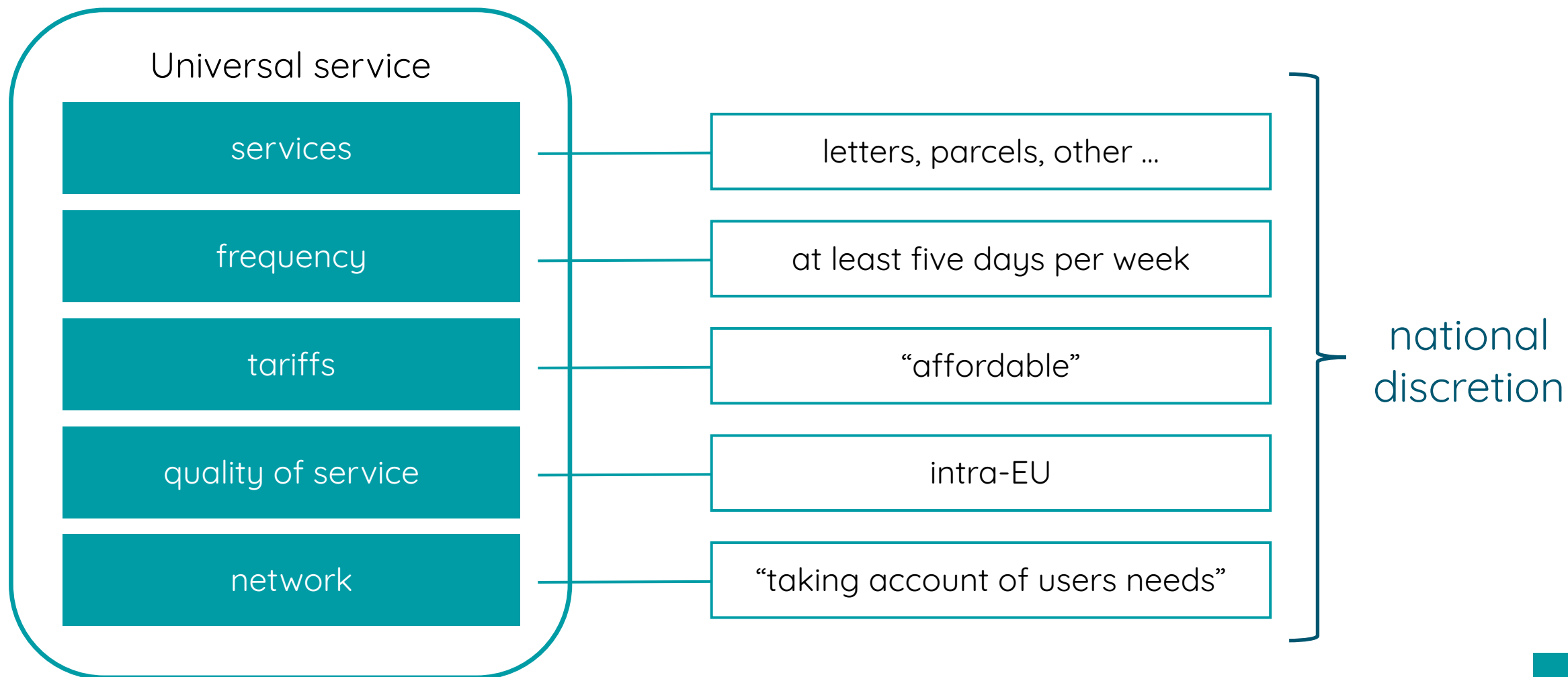


Transforming posts

the operational constraints and flexibility
provided by postal regulation

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Universal service sets minimum requirements



Some countries are relaxing obligations



removal of USO (2024)

frequency



reduced to 3 days/week (2023)



reduced to alternate day (2020)



“exception” to allow alternate day (2015)



removal of D+1 physical letter (2022)



consulting on reduced frequency (2024)

services

removal of:

- bulk mail
- direct mail
- parcels > 10kg

tariffs

removal of price cap
(2017)

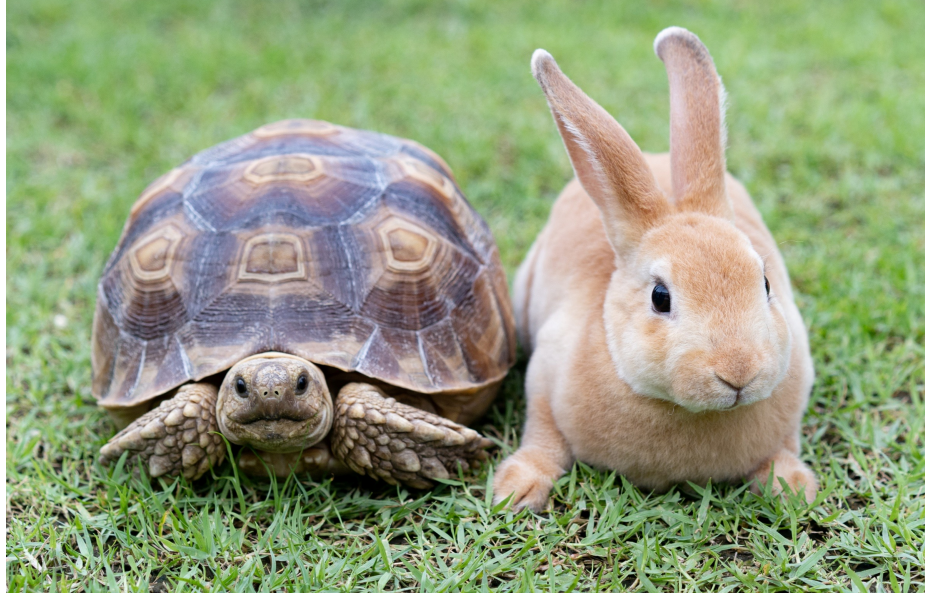


network

reduction in size
(2023)



Softer rule changes can help significantly



2019: reduced quality targets:

- from 80% D+1 and 95% D+2
- to 50% D+4 and 97% D+5

- many countries have QoS standards to assess reliability
- some considering removal of speed targets



Relaxing quality of service targets allows lower delivery frequency and possible opportunities for significant operational efficiencies

Changing focus of regulation

competition

Focus on parcels (obviously!)

- role of platforms
- access, e.g. to lockers

employment

- sub-contractors, gig workers
- level playing field

end user

- recipients' rights
- transparency
- complaints and compensation

environment

- data gathering
- informed choice
- company reporting

Key points

- Universal service currently restricts operators' flexibility
 - across multiple elements of the postal service
- Evolving market is forcing policy makers to consider changes
 - these do not need to be legislative changes to be significant
 - possibility of greater operational flexibility and efficiency
- Less universal service regulation does not mean less regulation!
 - regulatory attention is refocusing on other / new areas ...



thank you!

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