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AMAZON INVESTS €17 BILLION IN LOW CARBON TECHNOLOGIES ACROSS EUROPE

ROAD TRANSPORT OPERATORS TURNING TO TECHNOLOGY FOR PROTECTION AGAINST FUEL THEFT

M&S TAKES ANOTHER STEP TOWARDS NET ZERO WITH LAUNCH OF FIRST OF ITS KIND ELECTRIC TRUCK

ROYAL MAIL INTRODUCES ELECTRIC CARGO CYCLES TO BOOST URBAN DELIVERIES

TAKING THE GREEN ROAD

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Jason Pritchard
Operations



Sam Bromley
Sales



Steve Crawley
Design

news@couriernews.co.uk

On the right road



This issue of Courier News Digital is packed to the brim with industry news.

With the increasing trend to buy online, the home delivery market has become a central pillar of modern retail. What was once considered a premium or occasional service has now become an everyday habit for millions of us. General e-commerce fulfilment added to general last mile deliveries now makes up a global ecosystem worth well over a trillion dollars.

One of the defining characteristics of the market today is the dominance of digital platforms. Aggregators such as apps have successfully captured demand by offering consumers a wide range of choices, transparent pricing, fast ordering and rapid fulfilment.

Convenience remains the primary driver of growth in this market. But, the market is changing. Where once consumers were willing to pay delivery fees and price premiums and were happy to receive their orders several days after, that is now shifting to a scenario where next day is 'expected' and paying premiums is frowned upon.

As a result, expectations around speed and reliability have risen significantly, placing pressure on logistics and fulfilment companies and increasing operational complexity.

Yet, profitability remains elusive for many delivery platforms, especially smaller companies, due to high last mile costs, driver incentives, and ongoing competition.

The market is far from stagnant though, and is expected to continue growing steadily. Key areas of development include the integration of AI, more sustainable modes of transport (more on that on page 9), improvements in logistics efficiency, and the use of data and to personalise the customer experience.

While growth opportunities remain, particularly in underserved areas, especially those outside of urban areas, long term success will depend on balancing convenience, cost, and customer ownership in an increasingly competitive landscape.

Don't forget to stay up to date with our daily news service on www.couriernews.co.uk – or follow us on LinkedIn.

All the best for now.

Susan

Amazon invests €17 billion in low carbon technologies across Europe



Amazon's sustained investment in carbon free energy, transport electrification and sustainable packaging is accelerating Europe's low carbon transition while strengthening its industrial competitiveness, according to independent analysis by Frontier Economics.

Since 2021, Amazon has invested €17 billion in low carbon technologies across energy, transportation and logistics, and packaging in the EU and the UK.

According to a new report's findings, these investments have supported up to 144,000 jobs across Europe and generated as much as €11 billion in gross value added (GVA) across Germany, France, Italy, Spain, the UK and wider European supply chains.

Andreas Marschner, vice president of worldwide sustainable operations at Amazon, said: 'Amazon's investments in Europe demonstrate that decarbonisation and economic competitiveness go hand in hand. By deploying clean technologies at scale, working with innovative European partners, and engaging in policy frameworks that enable system wide change, we are helping build the low carbon economy Europe needs while supporting jobs, growth and industrial leadership. This report shows the tangible impact private sector investment can have – but it also makes clear that no company can deliver this transition alone. Achieving our Climate Pledge goal of net zero by 2040 will require sustained collaboration across industry, government and civil society.'

The report documents how the company's €1 billion pledge in 2022 to decarbonise its European logistics network is translating into real world deployment at scale. By end of 2025, Amazon and its delivery partners had deployed more than 10,000 electric delivery vehicles across Europe, installed thousands of EV charging points across its European facilities, and placed one of the largest orders of electric heavy duty trucks in Europe to date, with more than 100 Mercedes-Benz Trucks vehicles now operating across major freight routes. Amazon is also working to decarbonise transport modes beyond road freight, including through the Sustainable Aviation Buyers Alliance (SABA), which it co-founded to aggregate corporate demand for sustainable aviation fuel (SAF) and help scale low carbon fuel supply chains.

The report also captures Amazon's progress on packaging, noting that since 2022, 100% of its packaging used in its European fulfilment centres has been recyclable and paper based – through collaboration with European companies including DS Smith, Mondi and Novamont – making it one of the first major e-commerce companies to move away from single use plastic packaging in its European distribution network.

The full report, 'Powering Growth, Reducing Emissions: Amazon's Investment in Low Carbon Europe', is available here.

Quadient expands partnership with Morrisons to grow UK locker network

Quadient has announced the expansion of its partnership with Morrisons, to grow its locker network bringing accessible parcel collection and returns services to hundreds of supermarkets across the UK.

Following the successful deployment of Parcel Pending by Quadient lockers at Morrisons Daily stores, the partnership will now expand to Morrisons supermarkets nationwide. Installations started in June 2026, with an initial rollout across 125 locations before extending across Morrisons network of around 500 supermarkets in the coming months.

Lockers serve as local convenience hubs, providing secure self-service parcel collection and returns for multiple carriers, helping consumers manage deliveries easily while supporting efficient last mile operations. Open network lockers support a wide range of services beyond parcels, including prescription collection, retail click and collect, key exchange, and spare parts retrieval.

As parcel volumes grow, consumers expect delivery and returns options that fit around their daily routines. A recent Quadient survey found that 59% of consumers want to manage deliveries from multiple carriers in one place, while 60% prefer lockers in supermarkets.



New battery for Volkswagen ID Buzz Cargo extends range and boosts power

Volkswagen Commercial Vehicles has enhanced the range, power and functionality of the all electric ID Buzz Cargo with a new 58 kWh battery model.

Replacing the outgoing 59 kWh variant, the new 58 kWh battery extends the electric range by 17 miles, to an impressive 218 miles on a single charge for even greater flexibility, while increasing power from 170PS to 190PS.

This is achieved thanks to efficiency improvements in the battery cells.

In addition to the range and power improvements to the new variant, the entire ID Buzz Cargo range is also adding vehicle to load (V2L) technology. This system delivers a continuous 2.0 kW supply (peak 3.6 kW; 16A at 240V), allowing users to power external devices such as power tools, laptops or kettles, via a three-point pin plug located in the rear loadspace within reach of both the rear and side doors.

The infotainment system has also been updated, with the introduction of the ID 6.0 Software, which includes an integrated app store. This enables users to download and activate functions such as streaming, parking and charging services directly within the vehicle. The update also introduces Connected Travel Assist, which uses expanded online data to support driving functions. The system can detect traffic lights and automatically bring the vehicle to a stop when a red signal is identified.



Fleets 'anxious' about further fuel prices rises, says FleetCheck

Fleets are 'anxious' about the possibility of further significant petrol and diesel price rises, says FleetCheck.

Peter Golding, CEO at the fleet software company, said a new wave of pump price increases in recent weeks meant talk among vehicle operators about escalating costs and even the possibility of fuel rationing was becoming common.

'Petrol prices are now at a high for 2026 while diesel isn't far behind and, with the possibility of a lasting ceasefire seemingly unlikely at this point in time, fleets are increasingly concerned about the likelihood of fuel price escalation into not just Q3 but Q4 and 2027,' he said.

Peter continued, 'They are anxious that, at a time when general fleet costs are under pressure, fuel prices may start to spiral. The fear is that, while oil producers are looking for alternative routes to alleviate supply issues, the current situation could persist for not just months but years.'

Some fleets were responding by introducing measures such as closer control of fuel purchasing and accurate monitoring of fuel use, he added, and this could have a surprisingly positive impact on costs.

'Fleets that aren't carrying out the basics of fuel management have some wriggle room to make improvements but if you have ticked off all those boxes, you have little alternative but to pay higher pump prices and either see your margins eroded or pass on higher costs to customers. It is a genuine concern,' said Peter.

The situation was also leading more fleets to look at the potential for greater use of electric vehicles (EVs).



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Road transport operators turning to technology for protection against fuel theft

There is mounting unease within the road transport sector regarding the risk of diesel theft, says technology specialist Brigade Electronics, as organised criminal gangs look to exploit the high costs caused by fuel price volatility. According to the company's global telematics lead engineer, James Tyrrell, these concerns have driven a significant increase in enquiries during the past six months from hauliers seeking anti-theft solutions to combat the growing threat.

'Diesel theft has emerged as a critical concern this year due to an increasing number of incidents both in the UK and mainland Europe,' explained James. 'Criminals can quickly drain a tank within a matter of minutes, bypassing existing security measures and stealing hundreds of litres of fuel. This is leaving many hauliers feeling exposed, which has led to them exploring how technology can help to better protect their commercial vehicle operations.'

Rising prices are already placing huge pressures on many hauliers, so any further losses from fuel theft are simply unsustainable.

In response to the issue, Brigade Electronics plans to launch a new range of advanced fuel theft detection systems later this year using the latest innovations in AI fleet and video telematics. Working alongside the company's existing security systems, the devices will take advantage of camera and sensor technologies to quickly identify and alert on any potential criminal activity, providing valuable seconds to take preventative measures.

'We are working closely with hauliers within the marketplace to develop technology that meets precise operational requirements. However, HGV operations will also need to take steps to enhance road transport processes and educate drivers on theft prevention best practice. This integrated approach will reduce the risk of fuel crime in the first instance and then have the means to detect and prevent a theft should a vehicle be targeted,' added James.



UPS makes shipping easier with new digital tools for SME customers

UPS is putting more power directly into the hands of small to medium sized business customers with a series of shipping enhancements, including new pick up management tools, faster label creation and expanded mobile capabilities. These updates give customers better visibility and control over their shipping.

Specifically, the company is rolling out a new online dashboard to manage pick ups with real time status updates, faster shipment creation and a customisable experience on ups.com, and a refreshed mobile app that integrates with The UPS Store.

'We know small business owners are masters at juggling priorities, but a complicated shipping process shouldn't be one of them,' said Matt Guffey, UPS chief commercial and strategy officer. 'UPS gives customers one less thing to worry about with tools designed to save time, reduce complexity and help businesses stay focused on serving customers and growing.'

For small businesses, flexibility matters. Shipping volumes can vary from day to day, making it important to have pickup options that adapt to changing needs. UPS's new pick up dashboard allows customers to schedule, manage and track pick ups in one place, with real time notifications providing updates along the way.

UPS has also improved how customers can manage Smart Pickups, allowing them to request, confirm or cancel pick ups based on their actual shipping needs. Because Smart Pickups occur only on days when shipments are ready, businesses can save up to 50% over the cost of a daily pick up.



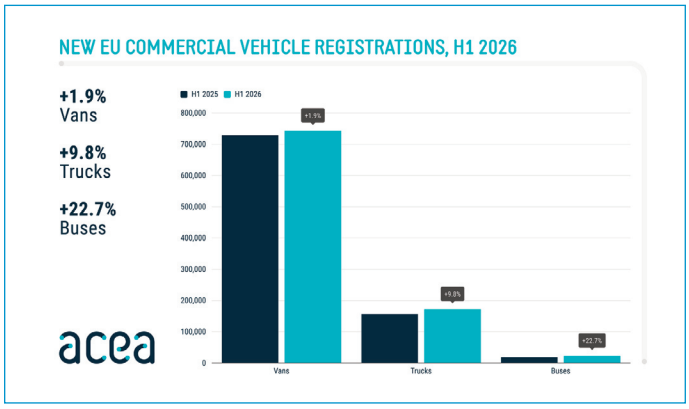
New commercial vehicle registrations: vans +1.9%, trucks +9.8% in H1 2026

New information from The European Automobile Manufacturers' Association (ACEA) shows that the European commercial vehicle market recorded a positive first half of 2026, despite geopolitical headwinds. Growth in the van and truck segments reflected a recovery from a low base.

Electrically chargeable vehicles continued to gain market share, but uptake remains below the required pace, constrained by insufficient enabling conditions, notably in the heavier vehicle segments. New EU van sales grew by 1.9% to 742,759 units. Growth across the four largest markets, however, remained uneven: Spain posted a solid increase (+7.9%), whilst registrations declined in Germany (-4.6%), Italy (-4.7%) and France (-2.1%).

New EU truck registrations also increased by 9.8%, totalling 171,933 units. This growth was driven by strong demand for heavy trucks (+11.1%), alongside a 2.8% increase in medium truck registrations. Among major markets, Poland (+25.9%) and Spain (+13.2%) achieved the strongest gains, with Germany also contributing (+7.1%). In contrast, the French market remained relatively flat compared to the first half of 2025.

Diesel remained the preferred choice for new van buyers in the EU, despite registrations declining by 1.8% to 587,272 units, with its market share falling from 82% in the first half of 2025 to 79.1%. Electrically chargeable vans grew by 41.6%, capturing 13.2% market share, an increase from 9.5% in H1 2025. Petrol models decreased by 21.2%, reducing their market share to 3.8% (down from 4.9%). Hybrid van registrations recorded strong growth (+31.7%), although they accounted for only 3.3% of the EU market.



Diesel trucks accounted for 92.1% of new EU registrations, up 9.3% year to date. Electrically chargeable trucks grew by 47.7%, securing 4.8% of the market (from 3.6% in H1 2025). Germany (+88.5%), the Netherlands (+44.5%), and France (+43.7%) drove this growth, together accounting for 74% of all electrically chargeable truck registrations in the EU.

Charts courtesy of ACEA.

M&S takes another step towards net zero with launch of first of its kind electric truck

M&S has announced the roll out of ten new lower emission DAF XD electric trucks across its supply chain logistics fleet, including one first of its kind electric truck. As part of its Plan A roadmap to Net Zero by 2040, the company has committed to move to low carbon logistics, increased use of new technologies and cleaner fuels.

M&S is introducing new technologies to its fleet with a vehicle fitted with an integrated inverter that draws power from the vehicle's main battery and converts it to supply the trailer's refrigeration unit. Developed through the eFreight 2030 project, part of the UK government's Zero Emission HGV and Infrastructure programme, this marks the first deployment of this technology on a DAF truck in the UK and reduces the need for diesel powered refrigeration on chilled journeys. By enabling refrigeration to run on electricity rather than diesel, this innovation is a significant step forward in the transition towards fully electrified transport operations.

The new vehicles build on M&S' electric fleet expansion and join eight other zero tailpipe emission battery electric HGVs and five battery electric Rigids. Five of the new vehicles are already in service and a further five will enter operations this year.

Mick Pethard, group fleet manager at M&S, said: 'Adapting our logistics network is vital in achieving our Plan A Net Zero ambitions. We are committed to reducing carbon emissions from our transport and, through collaboration with Gist and DAF, we are able to trial new technologies, reduce carbon, save energy and drive operational efficiencies across the business.'



Podcast announcement!

Courier News is launching a brand-new podcast — and we're looking for industry leaders, innovators and experts to join us as guests.

From the latest trends and technologies to the challenges shaping the future of logistics, our new show will bring the people behind the industry into the spotlight.



Could you be our next guest?

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- Sustainability professionals
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Be part of the conversation

Get in touch with the Courier News team today to register your interest in appearing on the podcast. Please send more information about the company and speaker you'd like to put forward, to **news@couriernews.co.uk**

Share your expertise. Tell your story. Shape the conversation. Courier News Podcast: Coming in Autumn 2026



Taking the green road

There are many issues within the delivery, courier and logistics industries, but probably the most pressing in today's market is sustainability. This is no longer a 'nice have' for business, but a 'must have'.

Whilst this sector has spent years competing on speed, coverage, reliability and price, and those things still matter, customers are now thinking about how much environmental damage sits behind each delivery – whether that is the packaging used, the kind of vehicle, or even just the ethics of the delivery company.

Thankfully, the industry is grasping this move as an opportunity. This issue of Courier News is a great example, where we hear stories of the deployment of electric vans, cargo bikes, greener depots, better routing, reusable packaging and lower emission delivery models.

But this all goes deeper.

Retailers increasingly want to know how their own suppliers manage emissions. For many, courier firms form part of their Scope 3 emissions, which means delivery choices affect the buyer's own climate reporting. And, this is set to become even more important as a new version of the SBTi Corporate Net Zero Standard V2.0 comes into effect in the near future.

This will place increasing emphasis, and provide more options, on Scope 3 for supplier engagement approaches.

Electric vehicles are often the first thing companies look at when the topic turns to greener delivery. Replacing diesel vans with electric vehicles can cut tailpipe emissions, reduce noise and help fleets enter low emission zones with less problem, whilst cargo bikes and e-cargo bikes are a great fit, where they are effective – but this is just one tool that should be used as part of a wider programme.

Smarter routing should also be included. Every unnecessary mile adds cost, time and emissions. Every failed delivery means another journey. Poorly grouped routes waste fuel or battery charge. For courier firms operating at scale, these small inefficiencies quickly add up.

'In a market where margins are often tight, and cost pressures are one of the main issues, sustainability may look like an extra step you don't need. In reality, waste reduction should save you money. Fewer miles, better loading, less failed deliveries and minimised damage improve both emissions and profit.'

Offsetting has become a common feature in many sustainability claims. It can be very useful when done well. But it should never be the main answer for courier and delivery emissions. The danger is that offsets can make pollution look solved while the actual delivery model stays the same.

Instead, any company considering offsetting should first reduce to the very minimum their carbon footprint, measure and manage that on and ongoing basis, and only then think about offsetting the small amount that should be left.

Many smaller courier, logistics and delivery firms cannot replace a fleet overnight of course, or build charging points at speed, or even make huge changes to their businesses. But they can still show that they have a plan, track fuel use, cut wasted mileage and be honest about the progress they are making.

Taking the green road to sustainable delivery is not just a passing trend – it is the future of competent delivery.

The proactive delivery and courier companies today can see that direction of travel. They are not waiting for new rules to arrive, or for customers to demand more sustainability wise. They are working now to build cleaner fleets, changing delivery patterns and measuring impact.

Sustainability on the agenda for transport, distribution and logistics



Small businesses in the transport, distribution and logistics sector are entering the second half of 2026 with sustainability still in focus, but the operating environment has become more challenging. Volatile fuel costs, ongoing freight disruption and uncertainty following renewed tensions in the Middle East are making it harder for SMEs in the sector to keep momentum behind their sustainability plans.

Despite these challenges, research from Novuna Business Finance shows that sustainability remains a priority for the year ahead for 92% of SMEs in the sector. For many, this is now part of everyday thinking – 41% of the 1000 small business owners surveyed by Novuna Business Finance say sustainability is core to their culture and planning, with practical measures already underway and a further 19% say they understand the issues but are constrained by time or money, reflecting the realities of running a business in a market with increasing cost pressures.

Even with clear intentions, businesses in the sector say external realities are making it harder to turn sustainability plans into action. Operational and market challenges were cited most often (44%), with rising energy and fuel costs (34% each) continuing to squeeze margins. Some 26% of those surveyed said economic pressures – particularly inflation and interest rates (30%) – are unsettling planning and investment decisions. And with 17% highlighting sustainable supply chain issues, many businesses in the sector are trying to keep sustainability plans moving in an environment that remains unpredictable.

To put today's pressures and support needs in context, there has also been a steady shift in how businesses in the transport, distribution and logistics sector approach sustainability. Since net zero targets were announced in 2019, 23% now carry out more practical sustainability actions day to day, 29% say their approach is largely unchanged and 19% say sustainability is more strategically embedded within their business culture, supported by a clear plan.

Royal Mail introduces electric cargo cycles to boost urban deliveries

Royal Mail has launched its first electric cargo cycles, expanding what is already the UK's largest electric delivery fleet.

The first 20 Minimal Pedal 4 cycles will be deployed this month in cities including London, Brighton and Cambridge, with plans to roll out to further locations in the future. Manufactured at Minimal's microfactory in West London, their introduction marks another step towards Royal Mail's target of achieving net zero by 2040.

Using e-cargo cycles will help Royal Mail reduce carbon emissions, improve local air quality and make delivery rounds more efficient. Giving posties their own dedicated vehicle rather than sharing a van will help to streamline routes and speed up deliveries. The cycles can also be charged from a standard three pin plug socket, allowing them to operate from any delivery office, including sites with limited yard space or electricity capacity.

The rollout builds on Royal Mail's growing investment in its zero emission fleet. Following the introduction of its first micro electric vehicles (MEVs) last year, the company is now expanding its range of zero emission delivery vehicles for urban routes. Unlike an MEV, the Pedal 4 does not require a licensed driver, opening up delivery opportunities to a wider range of people. It can also operate on roads with speed limits of up to 30 miles per hour, cycle lanes, cycle paths and greenways.

The fully electric Pedal 4 has a range of up to 37 miles and a cargo capacity of 2.5 m³. Designed specifically for commercial deliveries, it combines durability, stability and reliability for demanding urban routes.



No turning back: Parcelhero report finds AI has already transformed the global supply chain

A new industry report, 'Putting the AI into Supply ChAIns', reveals there is a seismic shift under way in UK logistics. The new whitepaper, from international delivery specialist Parcelhero, examines how AI is reshaping every part of the supply chain, from warehouse floor to open sea. It reveals that the transformation is already too advanced and too broadly based for any logistics operator to ignore.

The new report, authored by Parcelhero's head of consumer research David Jinks, states that the proportion of UK transport and storage firms using artificial intelligence leapt from 16.1% to 27.1% in the first three months of 2026 alone – an 11 percentage point surge in just 90 days.

David said, 'The numbers uncovered in our latest industry report tell a remarkable story. Firms are no longer piloting or exploring AI – they are embedding it. Around 40% of supply chain organisations globally are now investing in generative AI, and Deloitte's 2026 Retail Industry Global Outlook found that 41% of retailers plan to deploy AI within 12 months, specifically to improve supply chain visibility. The early movers are gaining measurable advantages that will make it very hard for slower adopters to close the gap.

'The report documents transformative gains at every stage of the supply chain. In logistics, AI driven route optimisation is already delivering a 10% reduction in costs and a 15% improvement in on-time delivery rates. Algorithms can now reorder a sequence of over 100 delivery stops in seconds; processing live traffic, weather and customer preference data simultaneously, a capability that would have seemed implausible even five years ago.

'The last mile, historically the most punishing leg of any delivery journey, accounting for over 53% of total shipping costs, is being fundamentally reimagined. Intelligent systems can now forecast shipment volumes for specific facilities with up to 95% accuracy, allowing logistics networks to pre-position stock before demand is even formally registered. AI use across last mile delivery has grown by 39% in the past year alone.

'In warehousing, McKinsey reports that 56% of businesses have already integrated AI into at least one operational function. The result is a new generation of smart warehouses where autonomous mobile robots navigate dynamically rather than following fixed routes, predictive maintenance flags equipment failures before they cause costly downtime, and AI driven energy management systems reduce electricity consumption across large facilities in real time.'

Not without complications

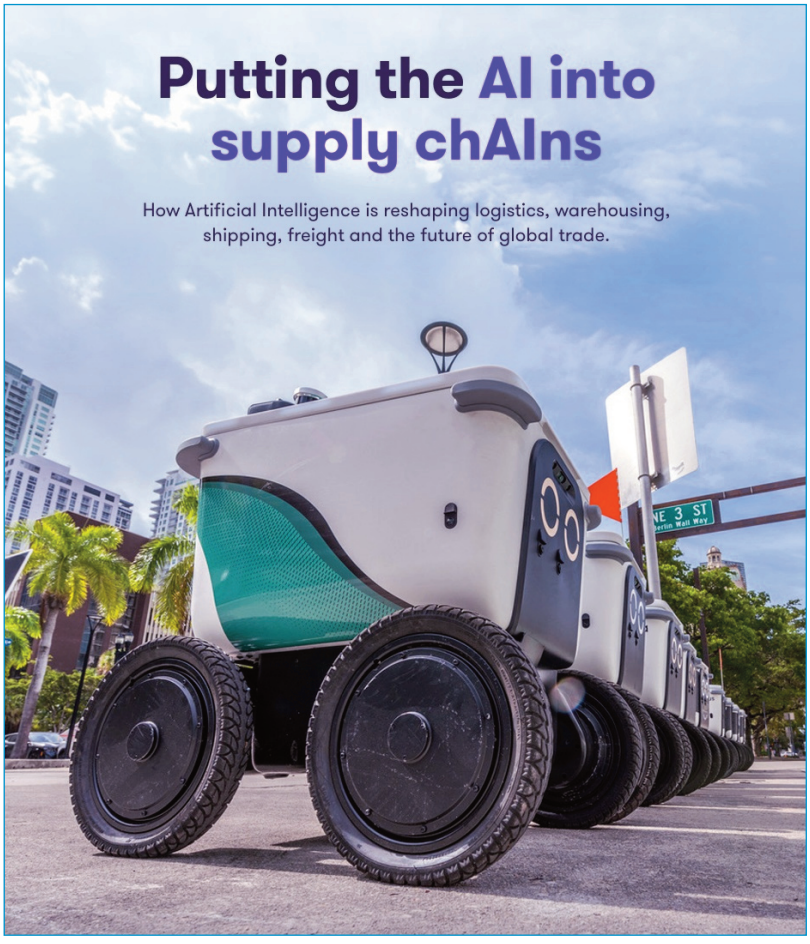
David continued, 'The picture is not without complications. Many firms are held back not by the technology itself but by what lies beneath it: legacy systems, batch processed data and manual workflows that are simply incompatible with the real time data flows that AI requires. Getting the foundations right is every bit as important as choosing the right AI tools. Only 16% of logistics and supply chain organisations say they are unlikely to adopt AI within five years, but the readiness gap is real and it needs to be addressed honestly.

'In logistics, AI driven route optimisation is already delivering a 10% reduction in costs and a 15% improvement in on-time delivery rates. Algorithms can now reorder a sequence of over 100 delivery stops in seconds.'

'On workforce fears, our analysis of the ONS data offers a note of reassurance: 31% of AI adopting transport and storage firms reported no change in headcount, while the number reporting definite job cuts was too small to register statistically. The more pressing challenge, the report argues, is reskilling rather than redundancy.

'The question is no longer whether to put the AI into supply chains. It has already arrived. The supply chains that will lead their industries by 2030 are those investing in data quality, digital infrastructure and workforce capability today. The question is how quickly and how well companies respond. For many, the clock is already running.'

You can read the full new report here



DHL eCommerce to acquire Venipak strengthening its position across the Baltic region

DHL has signed a definitive agreement to acquire Venipak Group. Through the acquisition of Venipak companies in Lithuania, Latvia, and Estonia, DHL will establish a fully owned presence in the Baltic region, combining local infrastructure with a global network. Subject to customary regulatory approvals, Venipak will become part of DHL eCommerce, a division of DHL Group.

Venipak is one of the largest independent parcel operators in the Baltics, with approximately 800 parcel lockers, an extensive pick up point network, and established capabilities across both business to business and business to consumer delivery segments. For DHL eCommerce, the acquisition provides a well established domestic delivery network in a region characterized by strong out of home delivery adoption and continued growth in e-commerce.

Pablo Ciano, CEO of DHL eCommerce, said: 'Venipak joins DHL as one of the strongest independent logistics companies in the Baltics, with a valued brand, a highly professional team, well developed infrastructure, extensive local market expertise, and significant growth potential. Together, we will be able to create even more opportunities for both local businesses and international customers.'



He added that the acquisition supports DHL's strategic ambition to further expand its network of reliable, affordable, and sustainable parcel delivery services across Europe, while creating the conditions for Venipak's continued growth.

Subject to customary closing conditions and regulatory approvals, an integration process will begin following completion of the transaction. During this period Venipak will gradually become part of DHL Group's global logistics network while continuing to operate under its existing brand identity. The current management team and employees will remain in their roles.

Free shipping now drives 94% of purchase decisions, AlixPartners survey reveals

AlixPartners, the global consulting firm, has released findings from its annual Home Delivery Survey. According to the survey, consumers now expect free delivery in under three days, 52% will boycott a retailer after just one to two botched deliveries, and 64% of executives say home delivery is not yet profitable. But AI is emerging as a critical lever for cost and customer experience.

The most striking finding in this year's survey is the accelerating compression of consumer delivery expectations. Free shipping is now a near universal demand. Some 94% of consumers say free shipping impacts their purchase decisions, with nearly 70% saying it has a 'great impact'.

Speed expectations have tightened in parallel. Consumers now expect free delivery in an average of 2.7 days – down from more than 3.5 days in prior years – with expectations varying sharply by category, from 0.9 days for grocery and food to 3.2 days for large general merchandise. More than 20% of demand is estimated to be at risk when these timing expectations are not met.

The survey makes clear that a single bad delivery experience can permanently alter a customer relationship. More than 85% of consumers say a poor delivery experience reduces their willingness to repurchase from that retailer. Critically, an apology alone is not sufficient: nearly 90% of shoppers say a late delivery at least weakens – or ends – their relationship with the retailer, even when the retailer responds with an apology. Compensation, transparency, and a credible updated eta are what consumers expect.

More than half of consumers say they would boycott a retailer entirely after just one to two missed deliveries. And while consumers assign primary blame to the delivery carrier when things go wrong, it is the retailer who absorbs the commercial consequence.



New jobsafe app enables real time incident reporting

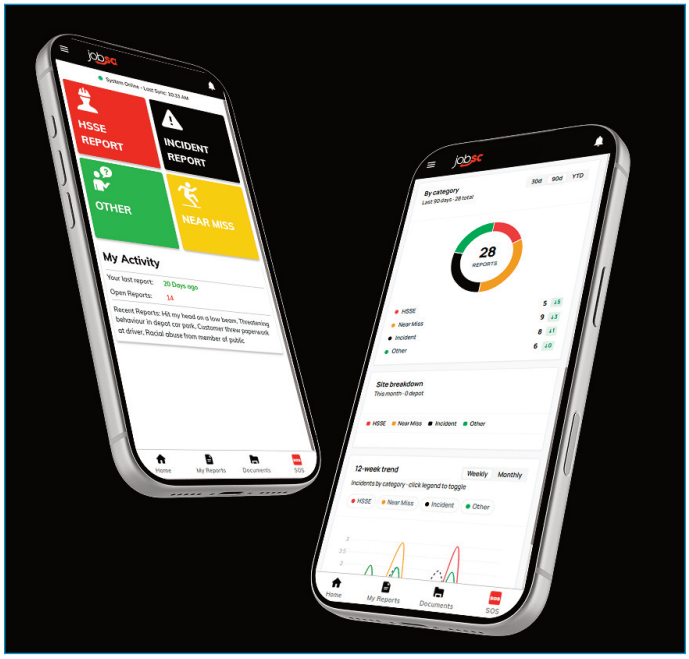
A new mobile safety reporting app has been launched to enable organisations to record incidents, hazards and near misses at the point they occur.

Developed by Wolverhampton based software company jobmate, jobsafe allows users to submit reports from a smartphone, either online or off line. Each report is automatically timestamped and geo-tagged, with reports synchronised once a network connection becomes available.

The app has been developed to address delays between incidents occurring and reports being completed. It enables incidents, hazards and near misses to be recorded at the time they occur rather than after the event or when personnel return to an office or depot.

Managers receive immediate notification of reported incidents and can access information for investigations, compliance reporting and audit purposes.

Wendy Dalton, CEO of jobmate, said: 'The quality of any investigation depends on the quality of the information collected at the outset. Delays in reporting can mean important details are missed or forgotten.



'jobsafe enables incidents, hazards and near misses to be recorded as they happen, providing managers with accurate, time and location stamped information to support investigations and compliance.'

The app is suitable for organisations operating mobile or distributed workforces across sectors including transport, logistics, construction, engineering, manufacturing and field service.

Clean Motion moves battery swap in EVIG to validation within STOLT

After a year of development work, battery swap technology is now integrated into the solar charged electric vehicle EVIG. Clean Motion is delivering vehicles to Stockholm Local Transition (STOLT), where the solution enters validation in real urban conditions with Foodora.

In the project, Clean Motion works with the City of Stockholm, Lund University, GoCimo and Foodora. The focus is on demonstrating how shared battery infrastructure can serve more types of electric vehicles, from electric mopeds to small electric transport vehicles, to accelerate the transition to a zero emission city centre by 2030. The initiative is part of the City of Stockholm's strategy for a more sustainable, liveable and attractive urban environment.

Electrified and quiet transport reduces congestion, air pollution and noise while increasing transport efficiency. The project is funded by Vinnova and Viable Cities.



EVIG is a Swedish made lightweight electric vehicle developed for transport and service. The range is 100 to 150 km depending on configuration, and on a sunny day the vehicle adds another 40 to 50 km through the solar panel that forms its roof. With battery swap, the charging stop disappears entirely. The vehicle can run without interruption, year round, in any weather.

Over the past year, battery systems, mechanics and interfaces have been adapted so that EVIG can use the same swappable batteries already available in GoCimo's infrastructure in Stockholm. Validation is carried out in live operation with Foodora, including sensitive areas such as Gamla Stan and clean air zone class 3.

'We are constantly working to make our delivery fleet more sustainable and efficient,' said Daniel Gustafsson Raba, chief operating officer at Foodora. 'We have run an EVIG in Stockholm for close to nine months and it works well as a delivery vehicle. Being able to use the same battery solution for mopeds and other micromobility vehicles gives us a clear advantage in daily operations, both logistically and environmentally.'

'EVIG is built to be efficient and adaptable, and battery swap takes the solution to the next level,' said William Collings, CTO at Clean Motion. 'The development work is done. For customers who need to operate continuously and cannot schedule long charging stops, the performance is now there, without compromising what makes EVIG sustainable.'

Stockholm already has an established battery swap infrastructure through GoCimo. With EVIG, that infrastructure now extends to more vehicle types.

Jennifer Swain, Road to Logistics: awarded MBE for services to transport logistics



Road to Logistics managing director Jennifer Swain has been awarded an MBE for her outstanding services to the transport and logistics industry.

This recognition celebrates Jennifer's leadership and commitment to addressing one of the industry's most critical challenges, the skills shortage.

With more than 22 years of experience in logistics, Jennifer has built a reputation for developing innovative talent strategies that not only support businesses, but create meaningful opportunities for individuals who would otherwise face barriers to employment.

Since joining Road to Logistics in 2020, Jennifer has championed a new approach to workforce development, connecting employers with motivated, often overlooked talent, while helping to build diverse, committed and resilient workforces across the UK.

A key part of this success is the end to end model Jennifer introduced. Delivered in partnership with employers and supported by government funding, Road to Logistics recruits in local areas, training individuals from disadvantaged backgrounds with a real job waiting at the end of the programme. Learners also receive up to 12 months of post placement support, including financial and wellbeing guidance, helping them stay in work and build long term careers. Jennifer remains closely involved in the training delivery, travelling across the UK to support programmes alongside accredited RTITB instructors and employer partners.

Over the past years, Jennifer has enabled businesses to recruit more than 1500 individuals from marginalised or underrepresented backgrounds into HGV/LGV and warehousing roles, transforming lives while helping to meet the evolving needs of the industry.

Anthony Ratchford, Pallet-Track: industry distinction puts logistics specialist in pole position



An 'exceptional' team player at Pallet-Track has rounded off a year of major achievements by gaining one of the logistics industry's highest distinctions.

Anthony Ratchford, who is head of safety, health, environment and quality at the Wolverhampton pallet network, has been named a Chartered Fellow with the Chartered Institute of Logistics and Transport (CILT).

Anthony's Chartered Fellow accreditation follows multiple award wins and marks the end of the biggest project of his career.

He was named Colleague of the Year at the Pallet-Track Shareholder Gala for the career defining role he played in the network's move to a new Central Hub and headquarters on Waterways Business Park in Ettingshall.

The project was significant in scale and complexity, moving the firm's operations from Titan Distribution Centre in Millfields Road to a new campus over double the size of its previous site.

Anthony also completed a Chartered Management Business Degree and additional qualifications include achieving his Certificate of Professional Competence license, a qualification for HGV drivers, and the health, safety, and environmental NEBOSH qualification.

Matt Garland, TPN: new UK network director



The Pallet Network (TPN) has appointed of Matt Garland as its UK network director.

The creation of this new role is aligned to TPN's commitment to growth and the hire sees the continuation of its investment in further developing its network partners, supporting the initial target to add 10 new partners in key areas to help deliver its growth strategy.

Matt has over 25 years' experience across logistics, pallet networks and 4PL operations and during that time has prioritised improving network performance through service excellence, technology adoption and the effective use of data.

His previous employment in the pallet network sector saw him implement a number of technology and operational initiatives to improve key performance indicators, drive profit and enable growth.

Most recently he was chief commercial officer and network director at 3T Logistics. There, he helped build a carrier and partner network spanning over 200 transport partners and adopted a collaborative approach to deliver record performance metrics for global customers including Kraft Heinz and JCB.

Courier News

Susan Wright
Editorial
news@couriernews.co.uk

Sam Bromley
Sales
sam.bromley@iigroup.global