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# DRIVING INTO THE FUTURE

AI TAKES ACTION WHILE PEOPLE REMAIN AT THE CENTRE OF LOGISTICS

CHARGEPOINT LAUNCHES 2026 CHARGING FORWARD REPORT

EVRI LAUNCHES EUROPE'S FIRST TWO LEGGED DELIVERY ROBOT

STELLANTIS PRO ONE LAUNCHES NEW CONCEPT IN DELIVERY VEHICLES

Courier News

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# On the right road



When you think of the future of the delivery business, what comes to mind?

A sky full of drones? Humanoid robots delivering to each door? Hover vans that don't even touch the road, but shimmer above the traffic jams?

Maybe sometime! But, not quite yet.

However, the industry is working on a lot of innovations that are definitely 'futuristic' and this issue carries information on some of them, and also on research that has been done that looks at just what the future will be like for this sector.

For the immediate future, innovation will be driven by mixed fleets, led by software and automation, powered by cleaner electricity, and shaped by the simple fact that pavements, kerbs, roads, weather, and importantly, people, still matter.

Sure, drones, robots, AI will grab the headlines. But, the real success stories will be those companies not with the flashiest headlines, but those that make delivery quieter, cleaner, cheaper, and more reliable. And, importantly, keep customers happy.

AI is the least visible part of the future, but possibly, long term, the most important. A parcel journey requires a series of small decisions. Which depot should handle it? Which van should carry it? Should it wait for a fuller route or leave now? Is the customer likely to be in if you are early or late? Is the route near a school or hospital?

Humans can make these decisions, but not at scale, every minute of the day. AI can spot patterns faster. It can adjust routes when a road closes, group deliveries more efficiently, and predict demand before a warehouse is swamped.

That does not mean drivers vanish overnight. A human courier still solves problems that software struggles with. A broken intercom, a confusing block of flats, a nervous customer, a blocked loading bay, a dog behind a garden gate. AI struggles with these. Humans don't.

However, AI will make courier work more directed, measured, competent and scheduled.

Electric vans may be less glamorous than drones, but they are where the real change is already visible – there are many examples of EV investment in this issue.

Courier routes suit electric vehicles better than many long distance jobs. Vans often travel predictable routes, return to base, and spend time in stop-start traffic. Electric motors handle that well.

**All the best for now.**
**Susan**

## DPD to expand electric van fleet to over 4000 vehicles




DPD is taking delivery of 341 new Mercedes-Benz eSprinters in September as part of its ongoing investment in more sustainable fleet solutions.

The new vans will be deployed within the M25 and across the UK and will take DPD UK's EV fleet to over 4000 in total.

The investment is part of the company's ongoing aim to be the UK's leader in sustainable delivery. In 2025, DPD delivered over 85 million parcels on electric vehicles including a predominantly diesel free final mile service within the North and South Circular in London.

Olly Craughan, head of sustainability DPD UK, commented: 'Large panel vans are the workhorse of our final mile operation so the new eSprinters will give us the capability we need to support far more lower emission deliveries over a wider area. Our EV fleet currently operates in more than 7300 postcodes across the UK, largely focused on inner city locations where we are able to increase the benefits of operating electric vehicles through a decrease in air pollution. The eSprinters can carry the same payload as the equivalent 3.5t Diesel while the new battery technology and improved range mean more of our depots can start deploying larger EVs further afield.

'We started this journey in 2018 with the UK's first all-electric parcel delivery depot and the feedback from our EV drivers and our customers continues to be overwhelmingly positive. The advances in both the vehicle technology and the UK's charging infrastructure have helped with the wider roll out and ensuring we stay on course to meet our carbon reduction target.'

Iain Forsyth, managing director of Mercedes-Benz Vans UK, said: 'In a fast moving business landscape, it is becoming increasingly vital for businesses like DPD operating at scale, to need partnerships that ensure vans remain operational to meet customer demands. DPD deliver seven days a week, 52 weeks a year so it feels good to have their backs and really deliver for them.'

## From 15 minute deliveries to teleportation: Parcelhero maps the next 40 years and beyond

Parcelhero has launched a major new industry report, 'Delivering the Future: Instant gratification – The Future of Supply Chains, Home Deliveries and Parcels', examining how quickly the gap between ordering something and receiving it is closing, and what that means for consumers, retailers and even house prices.

The author, David Jinks, Parcelhero's head of consumer research, said: 'Our report charts two horizons. Looking to 2030, it finds that the one hour delivery slot, once a novelty, has become the baseline against which every new service is judged, with companies such as Gopuff already targeting 15 minute urban grocery delivery.

'The report examines the rapid growth of pavement delivery robots, the expansion of Amazon's Prime Air drone network in both the UK and US, and the arrival of autonomous trucks running fixed motorway routes between regional hubs. It reveals that the value of the global autonomous last mile delivery market, currently around $28 billion, looks set to rocket to more than $228 billion by 2035.

'Looking further ahead, to 2060 and beyond, the report draws on long range scenario work from organisations including the United Nations Industrial Development Organisation and the UK Government Office for Science, exploring possibilities ranging from underground automated freight networks and floating warehouses to a world where home '3D fabbing' replaces much of today's finished goods delivery altogether.

'At the furthest edge of the report's scope, it even considers the theoretical – and currently very distant – possibility of quantum teleportation, following experiments that have already moved a particle's state reliably across three metres in a laboratory.

'The report also raises a striking near term prediction: that delivery access itself could start to influence UK house prices, with well served postcodes commanding a premium and properties under busy commercial drone routes potentially seeing the opposite effect – echoing the way broadband speed and mobile signal are already quietly factored into property decisions today.




'Fifteen minute grocery drops, pavement robots and driverless trucks on fixed motorway routes aren't science fiction anymore – they are already operating, and by 2030 they will simply be how a lot of deliveries work.'

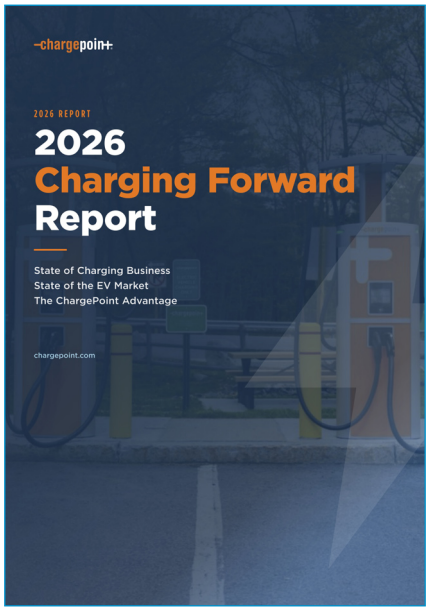
The 'Delivering the Future' report is available here.

## ChargePoint launches 2026 Charging Forward Report

ChargePoint has published its 2026 Charging Forward Report, which covers the trends and emerging technologies that are shaping the future of EV charging, including the electrification of commercial vehicles and next generation charging capabilities.

The report dissects the current state of the EV market, analysing current EV adoption, both in Europe and globally.

It also explores the latest developments in charging, examining how emerging technologies are being futureproofed through the combination of hardware, software and reliability, and how ChargePoint is driving this progress through its latest solutions and its collaboration with Eaton.




The report states: 'By 2040, around two-thirds of commercial trucks and vans will be electric. While many will be medium and light duty vehicles, some will be heavy duty requiring megawatt charging'; and 'For fleet operators and infrastructure investors, this represents one of the most capital intensive and time sensitive build out opportunities in the sector'.

You can download a copy of the report by scanning the QR code.

## Evri launches Europe's first two legged delivery robot in Barnsley

Evri has launched Europe's first trial of a two legged autonomous delivery robot, bringing next generation robotics technology to Barnsley, the UK's first government backed Tech Town.

The trial, in partnership with Japan based Refined Robotics, will explore how advanced robotics can support couriers, enhance customer choice and help shape the future of parcel delivery. With the UK having the third largest e-commerce market in the world after China and the US, Barnsley as the UK's Tech Town has been identified as a priority location for the trial.

The initiative forms part of Evri's continued investment in innovation and technology as the business explores new ways to provide customers with greater flexibility and convenience in how they send, receive and return parcels. The trial will assess how advanced robotics could complement the company's existing delivery network and support its mission to be the most convenient way to send, receive and return parcels.

The two legged robot has been designed specifically for outdoor last mile deliveries. It can carry parcels weighing up to 15 kg, travel at speeds of up to 6 km per hour and navigate real world environments that can be challenging for traditional autonomous technologies, including climbing stairs, traversing uneven surfaces and entering and exiting delivery vans.

The robot can operate autonomously or be remotely monitored and is capable of both attended and unattended deliveries to help ensure consumers never miss a parcel. Throughout the trial, Evri will evaluate how the technology performs in residential environments and how it could support operational efficiency while maintaining the high levels of service customers expect.

could further enhance convenience and flexibility in the future.

'At Evri, we are focused on giving customers more choice, convenience and control over how they receive their parcels. As the UK's leading parcel delivery company for delivery choice, we are continually exploring new technologies that can help us deliver even greater flexibility while maintaining the high-quality service our customers expect. Launching Europe's first trial of a two legged delivery robot in Barnsley is an exciting milestone. Barnsley has built a reputation as a place where innovation thrives and new technologies can be tested in real world environments. Our couriers remain at the heart of our business. We are committed to exploring how innovation can support them, improve operational efficiency and help us continue offering customers even more choice, convenience and control in the future,' said Marcus Hunter, chief technology officer at Evri Group.

'Our two legged delivery robot has been specifically designed to tackle some of the most complex challenges in last mile logistics. Its ability to navigate stairs, uneven surfaces and outdoor environments makes it uniquely suited to supporting parcel delivery operations in real world settings. We are delighted to partner with Evri on Europe's first trial of the technology and look forward to understanding how robotics can complement existing delivery networks and support the future of parcel delivery,' said Nick Hafner CEO at Refined Robotics.



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## AIT Home Delivery adds electric vans for cleaner urban final mile logistics

AIT Home Delivery, a wholly owned subsidiary of AIT Worldwide Logistics, has strengthened its commitment to sustainable logistics and customer service with the addition of two new Mercedes-Benz eSprinter electric vans to its delivery fleet.



Supplied by NRG Riverside, the fully electric vehicles will carry out urban delivery routes from the Northampton and Enfield facilities, helping reduce emissions while maintaining the exceptional service standards that have made AIT one of the UK's leading two person home delivery specialists.

The investment forms part of the organisation's long term fleet strategy, which combines operational excellence with lower emission transportation alternatives, ensuring customers benefit from reliable, efficient and increasingly sustainable final mile delivery solutions.

The Mercedes-Benz eSprinter is ideally suited to urban distribution, with no tailpipe, low noise levels, and the range and payload required to support demanding specialised home delivery operations in towns and cities. As more urban areas introduce low emission zones, the new vehicles will help futureproof company operations while reducing environmental impact.

Gary McKelvey vice president global home delivery, said: 'Investing in electric vehicles is another important step in our sustainability journey and demonstrates our commitment to delivering smarter, more efficient and lower emission logistics solutions.

'We have a duty to our customers to continually improve every aspect of the final mile delivery experience. These new Mercedes-Benz eSprinters allow us to combine environmental benefits with the high levels of service, reliability and professionalism for which the company is renowned.'

The vehicles have been supplied by NRG Riverside, whose expertise in commercial vehicle fleet solutions has supported the smooth introduction of the electric vans into AIT's UK operation.

Russell Markstein, chief commercial officer, NRG Riverside commented: 'We are delighted to be working with AIT and making a contribution to the company's Scope 1 emissions reduction efforts.'

AIT continues to invest significantly in its fleet to ensure fuel efficiency. The business recently introduced 35 new MAN tractor units, all HVO (hydrotreated vegetable oil) fuel capable vehicles that have the potential to reduce lifecycle CO⊠ emissions by up to 90%, further underlining an organisational commitment to delivering more sustainable logistics solutions while continually enhancing efficiency, resilience and the customer experience.

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## Webfleet Commercial Trip Monitor reveals Europe's easiest and most challenging cities for fleets

Webfleet, Bridgestone's advanced fleet management solution, has launched its Commercial Trip Monitor, a free online benchmark tracking how easy or challenging it is for vans and trucks to operate across 32 major European cities.

Updated monthly, the monitor uses anonymised and aggregated commercial vehicle data to show how fleet operating conditions change over time.




For fleets, even small shifts in reach or idling can quickly translate into lost productivity, higher fuel consumption and additional emissions. By focusing exclusively on repeat commercial journeys rather than general traffic, the monitor gives businesses and city stakeholders a clearer view of where urban operations are becoming easier or harder.

Users can rank cities, compare performance, and track changes over time using two key metrics: '15 Minute Reach' measures how far a typical van or truck can travel in a fixed 15 minute period; 'Idling Intensity' measures how much of a typical journey is spent stationary with the engine running.

Based on average monthly rankings since the start of 2026, Zaragoza (Spain), Apeldoorn (The Netherlands) and Utrecht (The Netherlands), recorded the highest 15 Minute Reach scores.

Berlin (Germany), Paris (France) and Kraków (Poland) recorded the lowest average 15 minute reach rankings in 2026.

Poland was the only country where every city analysed improved year on year for 15 Minute Reach, while maintaining stable or lower idling levels across almost every comparable month.

Rome and Milan, Italy, improved year on year for 15 Minute Reach, but Milan had Europe's highest Idling Intensity: 21% of a typical journey was spent stationary with the engine on, compared with 16% in Paris, France. Berlin, Germany, ranked last overall for average 15 Minute Reach, while fleets in Munich, Leipzig and Hamburg covered 4.4%, 4.3% and 3.3% less ground respectively in 15 minutes than during the same period in 2025.

In addition to the two core metrics, users can explore individual cities in more detail, including trip volumes, distance driven, $CO_2$ emissions, fuel consumption and the local factors shaping operating conditions.

The Webfleet Commercial Trip Monitor is updated monthly, and is now available, free of charge, to interested parties. at: www.webfleet.com/webfleet/resources/data/commercial-trip-monitor/

## DX launches hyperlocal capability for DX SameDay service

DX has announced the addition of a new hyperlocal capability to its DX SameDay service. DX SameDay provides a nationwide, same day delivery service, operating 24 hours a day, 365 days a year, facilitating both planned and time critical delivery requirements. The new hyperlocal capability extends the service for those customers with short distance, high volume or multi-site delivery requirements.

DX SameDay's hyperlocal capability is underpinned by significant investment in the network's infrastructure. This new element of the service can support both regular deliveries, between multiple locations in close proximity, as well as one off consignments.

The service can be accessed via the DX Logistics website, telephone or e-mail channels, and collections are guaranteed within 60 minutes of booking confirmation for suitable vehicle types. Deliveries are GPS tracked and actively monitored throughout, providing customers with visibility of each consignment and proof of delivery in real time.

Since its launch, DX SameDay has been used by businesses as a premium delivery solution, which in turn supports the experience they are able to provide to their own customers. The service is offered as part of the company's wider logistics capabilities, enabling customers to consolidate more of their logistics requirements with one partner.




Steve Bescoby, managing director of DX SameDay, commented: 'Same day delivery is evolving. For many businesses, it is no longer reserved for exceptional or time critical requirements. It is increasingly becoming part of how they manage day to day operations, particularly across multi-site locations.

'Our investment in hyperlocal capability reflects that evolution. It gives us the ability to apply the responsiveness and visibility of DX SameDay to shorter distance, higher volume delivery requirements, and opens up more ways for our customers to use the service.

'Ultimately, we want DX SameDay to become an integral part of how our customers deliver for their customers.'

## Fiat Tris: small in size, big in ambition

Stellantis Pro One has showcased its Fiat Tris, the brand's first fully electric three wheeled vehicle, designed to address the growing demand for sustainable, affordable and efficient last mile mobility solutions.

Tris was conceived as a practical answer to the mobility needs of small businesses, entrepreneurs and urban delivery operators. Combining compact dimensions, low operating costs and fully electric mobility, it represents a new approach to professional micro-mobility while supporting economic inclusion and access to a range of business opportunities.

Since unveiling the Tris Pick-Up for European markets at the Bruxelles Motorshow in January, Fiat Professional has continued to demonstrate its commitment to expanding professional micro-mobility solutions. Throughout the year, the range has evolved with the presentation of the Cargo Box version, which will be commercialised in Europe , and the Dolcevita concept version, further showcasing the platform's versatility and adaptability to different customer needs.

Tris now reaches another important milestone with the debut of the new door equipped version, a development directly inspired by customer feedback. The new configuration enhances protection from weather conditions, improves cargo security and contributes to a higher level of driver safety and comfort, further reinforcing Fiat Professional's customer centric approach.

Tris is available in multiple modular configurations, including Pick-Up, Cargo, Chassis-Cabin and Flat Bed versions, allowing customers




to tailor the vehicle to a wide range of professional applications. Despite its compact dimensions, it offers over 500 kg payload capacity and space for two Euro pallets.

Powered by a 6.9 kWh battery, Tris delivers up to 90 km driving range, and can be charged from any standard 220V domestic socket, and offers a compelling low total cost of ownership thanks to its efficiency, affordability and simplified maintenance requirements. With a turning radius of just 3.05 metres, it is ideally suited to navigating dense urban environments where agility and accessibility are critical.

More than a vehicle, Tris represents Fiat Professional's vision of accessible electric mobility: a simple, robust and versatile business tool designed to help professionals grow their activities while supporting the transition towards more sustainable urban transportation.

# 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?**

We're interested in hearing from:

- Logistics and supply chain leaders
- Technology and innovation experts
- Fleet and transport specialists
- Sustainability professionals
- Entrepreneurs and business leaders
- Industry disruptors and innovators

These episodes will deep dive into your company's work and give you the opportunity to discuss some of the industry's key trends and topics.
So whether you're transforming last-mile delivery, developing new technology or improving fleet efficiency, we want to hear from you.

**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

## AI takes action while people remain at the centre of logistics




Artificial intelligence (AI) is moving beyond its role as a digital assistant and beginning to take action across supply chains, according to the new DHL Logistics Trend Radar 8.0. The report finds that advances in AI, robotics, and automation are transforming not only logistics operations, but also the workforce itself. As intelligent systems become increasingly capable of planning, deciding and acting autonomously, organisations must rethink skills, safety, governance and employee experience while building more resilient and sustainable supply chains.

'Supply chains are changing faster than ever as AI and workforce trends increasingly influence one another,' said Katja Busch, chief commercial officer DHL and head of DHL customer solutions and innovation. 'The organisations that succeed will be those that understand these shifts early and are able to turn them into practical advantages for their business and their people. The Trend Radar helps them focus on the developments that will matter most.'

### Assistance to autonomy

AI in logistics is evolving from assistance to autonomy. Among the most significant findings of the Logistics Trend Radar 8.0 is the emergence of Agentic AI, identified as one of the report's most impactful trends. Unlike earlier generations of AI that primarily respond to prompts or analyse information, Agentic AI can autonomously plan, decide, and act toward defined goals, enabling closer collaboration between intelligent technologies and human expertise.

Alongside this development is AI Analytics, which enables organisations to uncover patterns, anticipate disruptions, forecast outcomes, and recommend actions at unprecedented speed and scale. Together, these developments are creating increasingly autonomous and adaptive supply chains, enabling tasks such as anticipating inventory shortages, rerouting shipments around disruptions, and dynamically adjusting transport capacity in real time.

The Radar also introduces new trends reflecting AI's influence in expanding beyond operational efficiency. 'AI commerce' is transforming how consumers and businesses discover and purchase products, 'compute economy' highlights the strategic importance of computing infrastructure and data centre logistics, and 'humanoids' represent an emerging, longer term trend that could redefine AI enabled automation in physical environments. Together, these trends signal further transformation across digital and physical supply chains, from AI assisted purchasing journeys to AI enabled automation in warehouses.

'Until now, AI has helped people perform tasks more efficiently. The next chapter is about action,' said Klaus Dohrmann, vice president of innovation and trend research, DHL Customer Solutions and Innovation. 'We are entering an era of autonomous and physical AI, where intelligent systems can actively perceive the world, navigate complex environments, and make decisions with minimal human intervention.'

### More productive

The Logistics Trend Radar 8.0 highlights technologies such as wearable sensors, remote operations, collaborative robotics, and AI powered workplace assistants that help create safer, more productive, and more engaging work environments. By reducing repetitive tasks and supporting day to day decision making, these technologies allow employees to focus on higher value activities such as problem solving, customer service, and operational oversight.

'Employee belonging' and the 'augmented workplace' emerge as key trends as employees increasingly work alongside AI assistants, collaborative robots, and digital tools. The impact of these technologies will reshape hundreds of roles spanning frontline operations, technical professions, and knowledge based functions, creating demand for new skills and new ways of working. For business leaders, the challenge is no longer simply introducing new technologies, but ensuring employees have the skills, confidence, and support to use them effectively.

Thomas Ogilvie, chief human resources officer and labour director at DHL Group, said: 'Technology is transforming the way we work, but people remain the driving force behind every successful supply chain. We are already seeing AI assistants, wearable devices, and collaborative robots helping employees work more safely, reduce repetitive work, and focus on higher value tasks. The future of logistics will not be defined by human versus AI, but by how effectively organisations combine human expertise with increasingly capable technologies.'

As AI systems take on more autonomous responsibilities, organisations must ensure they are deployed responsibly, securely, and transparently. The report highlights trends including AI Ethics and Cybersecurity 2.0, which help organisations balance innovation with governance, resilience, and security. As intelligent systems become increasingly embedded in critical operations such as demand forecasting, inventory planning, and transport decision making, robust safeguards and human oversight are becoming as important as the technologies themselves.

The DHL Logistics Trend Radar 8.0 is available online or you can download the full report as a PDF.

Online

PDF

## Maxus takes 70% share of fleet as Tesco hits 2000 EV milestone




Harris Maxus UK has reached a landmark moment in its long standing partnership with Tesco, as the leading supermarket welcomes its 2000th electric home delivery vehicle – a Maxus eDeliver 9 – with Maxus making up 70% of the electric home delivery fleet.

The accomplishment represents a significant moment for both companies and underlines the strength of the long standing partnership between Harris Maxus UK and Tesco. It also marks another major step in Tesco's commitment to transition to a fully electric home delivery fleet by 2030.

For Harris Maxus UK, the milestone is equally important, underlining the strength of a partnership developed over several years and establishing the eDeliver 9 within one of the UK's most complex and high profile home delivery operations. Operating in intensive, multi-drop environments where reliability is critical, the eDeliver 9 has proven its capability with impressively high levels of uptime.

Rob Smallwood, Tesco Fleet Services operations manager, said: 'Reaching 2000 electric home delivery vehicles is a major milestone for us. It shows that sustainability and operational performance can go hand in hand and gives us real momentum as we continue towards our goal of a fully electric home delivery fleet by 2030.

'Our home delivery fleet is a vital part of the business, serving customers every day, so reliability, availability and operational performance are critical. The Maxus eDeliver 9 makes up the majority of our fleet and has proven itself in this complex environment, giving us the confidence to continue growing with the marque, while maintaining the high levels of service our customers expect.'

Gary Brown, managing director at Harris Maxus UK, added: 'Tesco reaching 2000 electric vehicles in its grocery home delivery fleet is a big deal, and we are proud that Maxus vehicles make up the majority of that fleet. It is a strong endorsement of the eDeliver 9 and the role it is playing in Tesco's transition to a fully electric grocery home delivery operation.

'We are immensely proud to be helping Tesco towards its 2030 target. Tesco operates one of the most complex home delivery operations in the country, and the continued growth of our vehicles within its fleet is a powerful endorsement of the eDeliver 9's capability, reliability and suitability for this type of operation.'

The Maxus eDeliver 9 is the ideal panel van or chassis cab for demanding multi-drop, stop start and urban logistics operations, combining electric performance with the range, payload and operational capability required by large fleets. Its continued deployment with Tesco represents one of the most significant examples of electric commercial vehicle adoption in UK grocery home delivery.

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## Stellantis Pro One launches new concept in delivery vehicles

Logistics operators demand greater efficiency, reliability and cost control. Consumers expect faster and more convenient services, while cities require solutions that reduce congestion, emissions and noise.

Looking ahead to the future of professional mobility and the evolving needs of logistics operators, Stellantis Pro One has unveiled the concept BOW. (Box on Wheels), an autonomous, fully electric logistics concept vehicle designed to explore new approaches to urban operations. More than a vehicle, BOW. represents a forward looking platform combining autonomous logistics, electrification, connectivity and services within a single integrated ecosystem.

Developed in collaboration with UQI Robotics, a specialist in artificial intelligence, robotics and autonomous driving technologies, BOW. is a concept designed to demonstrate how autonomous solutions could support a more efficient and sustainable logistics model.

Designed for urban environments, including restricted access and low emission zones, BOW. opens new possibilities for goods distribution, city logistics and operations within controlled environments such as factories, hospitals and airports.



## Record fuel prices aren't just a logistics problem, they are an economy problem

**Daniel Allin, chief product and innovation officer at Diamond Logistics, looks at how rising fuel costs are filtering through the supply chain, putting pressure on e-commerce margins and why businesses need to look closer at the efficiency of their logistics model.**

Ongoing conflict in the Middle East is now being felt across the globe. The average price of oil has once again tipped past the $100 threshold which is hugely problematic when all goods travel through a supply chain of some description.

To put the level of hike into context, the average price of oil last year sat at a little over $70 per barrel.

To translate those figures into relatable costs, the impact at the pumps has been significant. In September 2025, UK pump prices averaged around 135p per litre for petrol and 143p for diesel. Today, petrol is averaging around 175p per litre, while diesel has surged to almost £2, hitting a record high and putting further pressure on businesses already facing rising operating costs.

That hike is clearly significant, and its impact is like a domino effect from logistics, through to manufacturers, to retailers and ultimately reaching consumers.



### Cost pressures

As a logistics and fulfilment business, we are at the coal face of that effect.

For most businesses, absorbing additional costs isn't always an option – certainly not those which are either just getting their business off the ground, or have moved into the scale up phase, which makes up the sum of most e-commerce brands.

Equally, offsetting those costs by passing them on to customers could risk putting consumers off buying altogether. Looking at the wider picture, on a mass scale that will also just further dampen spending and ultimately trigger a wider economic slowdown.

Mitigating these costs has of course been difficult, as there is only so much that you can realistically do. What we have done, however, is look at where we can take some of that cost out of the equation for ourselves and our customers.

Using multiple carriers, holding stock closer to customers, making better use of technology and, ultimately, identifying where unnecessary miles, cost and inefficiency are creeping into the supply chain, are prime examples of this process.

As a company, we have built a network of more than 60 carriers, which means we can select the most appropriate service for each shipment rather than being reliant on a single carrier.

Like every logistics business, significant increases in fuel ultimately have an impact on our cost base. Fuel is one of the biggest variable costs in our sector and unfortunately, as we have repeatedly seen this year, we are very much at the behest of forces far greater than our own.

So, when fuel prices and other transport costs are fluctuating, that extra level of flexibility can really help businesses find the most efficient and cost effective way of getting goods to their destination.

### Adding flexibility

The same principle applies to where goods are held. Having a network of more than 40 locations across the UK gives us the flexibility to hold stock closer to where it is ultimately needed, reducing the distance goods need to travel and, in turn, the fuel required to make those deliveries. Across thousands of shipments, those small reductions in mileage can quickly add up to meaningful savings.

Technology also has an important role to play in this. The more visibility a business has over its logistics operation, the easier it becomes to identify where money, time or resources are being wasted.

That is something we have increasingly seen through Despatchlab, our own fulfilment platform, where having all of that information in one place gives us a much clearer picture of what is happening across the network and where relatively small changes can make a difference.

To caveat the above, none of this removes the fundamental problem – businesses will still remain exposed to factors they simply cannot control. There is no silver bullet, and at some point they will inevitably have to absorb some of those additional costs, while also passing some of them down the supply chain as well.

Over the past few years, we have had Brexit, Covid, global supply chain disruption, driver shortages, geopolitical instability and now another significant fuel price shock.

Each has presented an entirely separate challenge, but the underlying lesson is broadly the same – businesses need to be able to adapt when circumstances change – and that very much applies to the fuel crises that we're in the thick of as of now.

## Harbinger receives order for 2000 electric trucks from FedEx




American automotive and industrial manufacturer Harbinger has announced that it has received an order for 2000 of its all-electric trucks from FedEx. This transaction, believed to be one of the largest binding orders for electric medium or heavy duty trucks, marks an expansion of FedEx's use of Harbinger vehicles and is a step forward in its fleet electrification strategy.

The vehicles are planned for delivery by the end of 2027 for deployment across FedEx pick up and delivery operations in the United States and Canada.

'FedEx is demonstrating that the business case for incorporating electric vehicles into real world fleet operations at scale makes sense,' said John Harris, co-founder and CEO, Harbinger. 'Our previous work together gave FedEx first hand experience with the performance and economic advantages Harbinger vehicles can deliver. We are proud that a global leader like FedEx is turning its sustainability goals into action by choosing Harbinger to help expand its electric fleet.'

The vehicles will serve as one for one replacements for conventional vehicles, supporting FedEx's efforts to reduce emissions and modernise its fleet. The order includes a mix of models from the all-electric vehicle line up.

'Electrifying a fleet at this scale requires vehicles that can perform the work our robust operations demand while also delivering meaningful economic benefits,' said Paul Melander, senior vice president safety and transportation, FedEx and member of Harbinger's board of directors. 'Expanding our deployment of Harbinger vehicles gives us an opportunity to continue making progress toward our fleet electrification goals while reducing fuel and operating costs.'

'The transportation industry is undergoing a fundamental transformation, and electrification is set to play a pivotal role in the future of commercial fleets,' said Vinay D'Souza, senior vice president of global assets and infrastructure, FedEx. 'This order with Harbinger helps us advance that transition, allowing us to build a more modern, efficient, and intelligent fleet that meets the evolving needs of our customers, our team members, and our global operations.'

The shift to electric vehicles can generate substantial operating savings for commercial fleets. Harbinger estimates that each of its electric trucks reduce fuel costs by an average of $20,000 annually, compared with the conventional diesel vehicle it replaces. The vehicles are designed and engineered for a service life of 20 years, to match the typical life of class 5 and 6 medium duty trucks. As a result, the company estimates that 2000 vehicles, deployed into a single fleet operating in North America, can generate approximately $40 million in annual fuel savings, or $800 million over a typical 20 year vehicle life. This fuel savings also comes with substantial environmental benefits. Based on current published data from the Department of Energy, Harbinger estimates that replacing 2000 diesel trucks with Harbinger electric trucks will avoid more than 1.7 million tonnes of CO2 emissions over their operating lives.

Harbinger plans to build and deliver all 2000 vehicles within approximately 18 months. Its Canadian dealer, Kaizen Automotive Group, will support the Canadian portion of the deployment.

## IDS confirms purchase of Quadient's UK locker network

IDS has announced an agreement to acquire Quadient's UK locker network.

Quadient's existing UK locker network of around 3000 lockers will become part of Royal Mail's growing out of home network. The transaction is expected to close by the end of the calendar year.

This is an exciting step forward in making it even easier for customers to send, collect and return parcels in the way that suits them best, through lockers, shops and other convenient locations.

Together with Royal Mail's existing lockers, parcel shops and parcel postboxes, this acquisition will further enhance Royal Mail's nationwide out of home network of 30,000 parcel points and strengthen its proposition for customers.

Martin Seidenberg, CEO of International Distribution Services, said: 'This is an exciting step forward for our business as we continue to further grow and strengthen our out of home network. Once complete, the acquisition will bring additional scale, customer volume and an experienced team into our network, as well as a strong pipeline of future locations. We look forward to welcoming our new Quadient colleagues in time and working together to further expand our network for customers across the UK.'



# News

## Primark to offer home delivery in the UK

Primark has shared its decision to introduce home delivery on its products in Great Britain.

The company says: 'A lot has changed in online retail in recent years – from how customers want to shop and their expectations on the proposition. At the same time, the progress we have made digitally, especially the success of Click & Collect, has given us confidence that the time is right.

'Our stores will always be at the heart of Primark, today's news is about giving customers even more choice in how they shop with us, another exciting way we are growing Primark.'

The company has not yet stated when this will begin or what partners it will be working with.

## Transport and storage homeworking use rockets fivefold

Delivery and logistics firms have gone from being the least likely UK sector to embrace homeworking to one of the fastest growing, new analysis of ONS data by the delivery expert Parcelhero shows. It says manufacturing's flexible working has also surged while wholesale and retail has slipped back.

New analysis of the government's Business Insights and Conditions Survey (BICS) reveals a dramatic turnaround in the transportation and storage sector's attitude to homeworking, with the proportion of businesses using, or intending to use, increased homeworking as a permanent model rocketing more than fivefold in a year.

Analysis of the latest wave of the survey by Parcelhero reveals that 14.1% of transport and storage businesses said they were using or intending to use increased homeworking permanently. That compares with just 2.8%, 12 months earlier.

## Royal Mail to hire 22,000 temporary workers to help deliver Christmas

Royal Mail is pulling out all the stops in its seasonal drive to deliver Christmas to customers. The business has announced it is recruiting almost 22,000 temporary workers to help transport, sort and deliver the additional parcels and mail the company expects to process over the festive period.

There are 12,500 mail sorting roles available in England, 1243 in Scotland, 485 in Northern Ireland and 355 in Wales.

There are also 5000 delivery and collection roles available across the country and 2100 temporary truck driver roles.

The temporary positions will be located in two parcel super hubs in Warrington and Daventry, five seasonal parcel sort centres, four parcel hubs and 37 mail centres across the country, with a variety of shifts available.

A total 152,300 square metres of extra temporary space – equivalent to almost 22 football pitches – has been created across the five seasonal parcel sort centres located in, Atherstone, Stoke-on-Trent, Milton Keynes, Northampton and Daventry.

## HTC Group expands Gophr partnership with one hour parts delivery

HTC Group is expanding its partnership with same day delivery business Gophr, providing rapid, flexible transport support across its ten branches in the South of England.

Gophr will support HTC Group with urgent one hour parts deliveries, same day courier services and additional capacity support during periods of increased demand as well as staff holiday and sickness cover.

Through Gophr's on-demand courier network and one hour delivery service, HTC Group will have access to urgent deliveries as requirements arise, with real time tracking and proof of delivery providing end to end visibility.

## Amazon to receive more than 50 Mercedes-Benz eActros 600 electric trucks in Germany



Mercedes-Benz Trucks has officially handed over the first 27 battery-electric Mercedes-Benz eActros 600 to Amazon. By the end of 2026, a total of more than 50 battery-electric trucks of the same type will be operating on German roads for Amazon's transportation network.

In early 2025, Amazon and Mercedes-Benz Trucks signed a contract for more than 200 battery-electric trucks of the Mercedes-Benz eActros 600 type – Amazon's largest ever order of electric trucks. In the United Kingdom, where the majority of the fleet is being deployed, Mercedes-Benz Trucks began deliveries of the eActros 600 to Amazon in late 2025. The eActros 600, the battery-electric flagship of Mercedes-Benz Trucks, is deployed on so-called middle mile routes, meaning for the transport of goods between fulfilment centres and urban areas. Combining high battery capacity with an exceptionally efficient electric drive axle developed in-house, the eActros 600 is particularly well suited for these transport routes.

To optimally integrate the new electric trucks into its transportation network, Amazon is installing hundreds of heavy goods vehicles chargers at its European locations, enabling the electric trucks to be charged from 10% to 80% in around 70 minutes.

# People and purpose

## Fleet Operations raises more than £1500 for hospital cancer unit




A team from Fleet Operations has taken on a North Wales Three Peaks Challenge to raise more than £1500 for Shooting Star Cancer Support, a charity which supports the Shooting Star Unit at Wrexham Maelor Hospital.

Employees from the Newcastle-under-Lyme organisation scaled Moel Famau, Dinas Brân and Snowdon in a single day, completing the three climbs within 12 hours.

The challenge was organised to support the Shooting Star Unit which cared for Fleet Operations' employee, Dawn McGregor Dearie, following her breast cancer diagnosis last year.

Managing director Richard Hipkiss added, 'This serves as a great example of the team coming together around a cause with a very personal connection to the business.

'They can take a great deal from what they have achieved together.'

Enterprise also supported the challenge by providing two minibuses to transport the team on the day.

## Walking to thrive



This autumn, Logistics UK workers laced up their walking boots for the business group's annual series of charity walks – covering more than 500 miles between them and raising money for suicide prevention charity CALM. The four walks held during September and October saw colleagues circumnavigate Bewl Water Reservoir in Kent; cross 11 bridges over the Thames in London; complete the Callander and Oban Railway Circular Walk in Scotland and circle the Fewston and Swinsty Reservoir in North Yorkshire.

A total of 60 colleagues took part, raising funds to support Logistics UK's charity partner and its work providing life saving services and practical mental health support.

Logistics UK's chief executive Ben Fletcher said: 'The practical help, resources and support services CALM provides can represent a lifeline for anyone who is struggling with the issues in life that can make us feel miserable. We are proud to be supporting CALM as our chosen charity this year and congratulate everyone who has taken part in one of the fundraising walks.

'The work CALM does to raise awareness and provide support is aligned closely with Logistics UK's Thrive campaign, an initiative we launched earlier this year to raise awareness of the challenges logistics professionals can face, as well as providing a curated collection of resources on a range of topics that include sleep, nutrition and fitness.'

## DPD backs Northampton Saints on and off the pitch




DPD has expanded its relationship with Northampton Saints Rugby Club with a wide ranging package covering the men's first team, the Loughborough Lightning women's team and also the Northampton Saints Foundation.

The multi-season partnership will see DPD add to its existing branding across the front and back of the club's home and away playing shirts, by becoming the main sponsor of the Loughborough Lightning and supporting the club's foundation with funding for the next three years.

DPD will be the principal partner for Loughborough Lightning for the coming season. The firm's logo will take pride of place on the front of Lightning's home and away shirts throughout the league campaign.

Saints has a strong connection to communities across the Midlands and beyond. The club's foundation uses the power of sport and the values of rugby to inspire and support, thousands of individuals each year. Through education, social inclusion and employability programmes, the Foundation helps people build confidence, develop essential life skills, and access new opportunities in education, training, or employment.

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