Sustainability reporting in the postal sector: The Belgian experience

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21st Königswinter Postal Seminar, 13-14 March 2025

Belgian Institute of Postal Services and Telecommunications

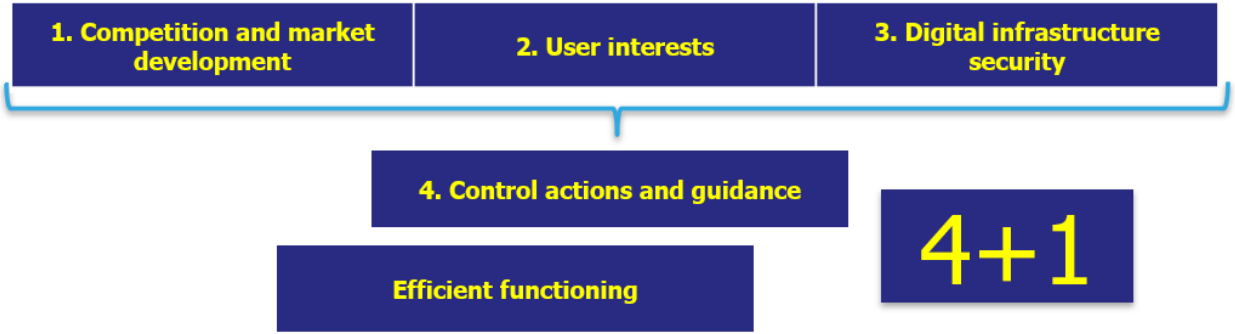
bipt

BIPT strategic plan

Vision

"A reliable, sustainable and competitive digital environment for everyone"

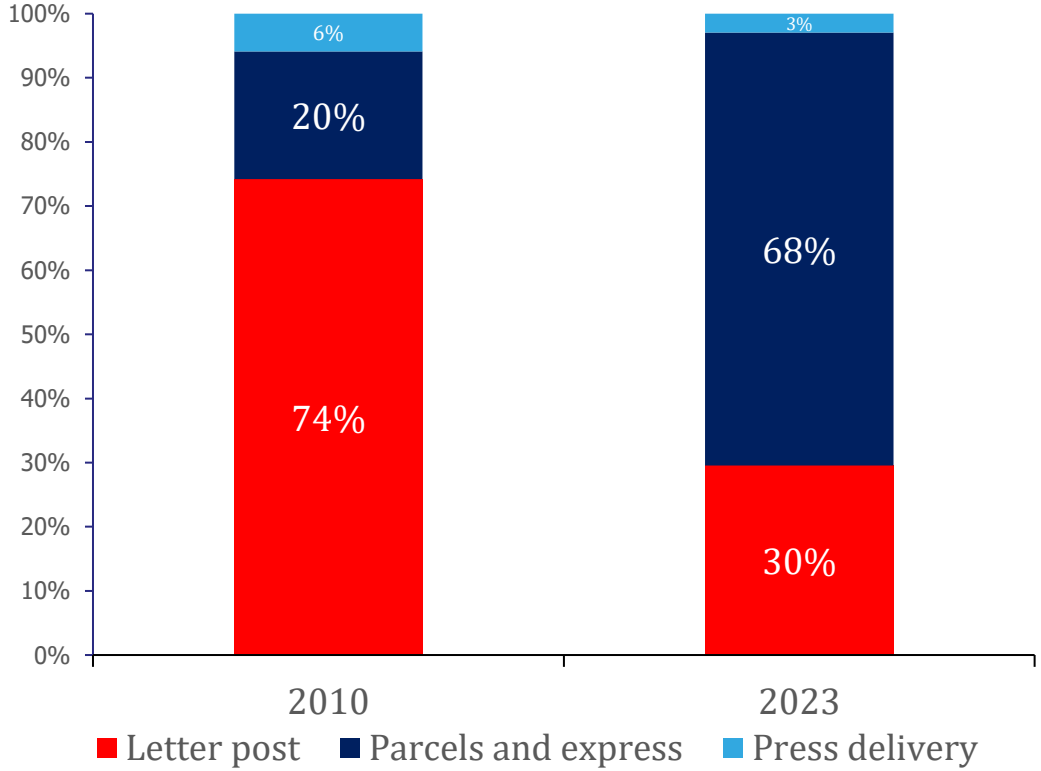
Strategic axes



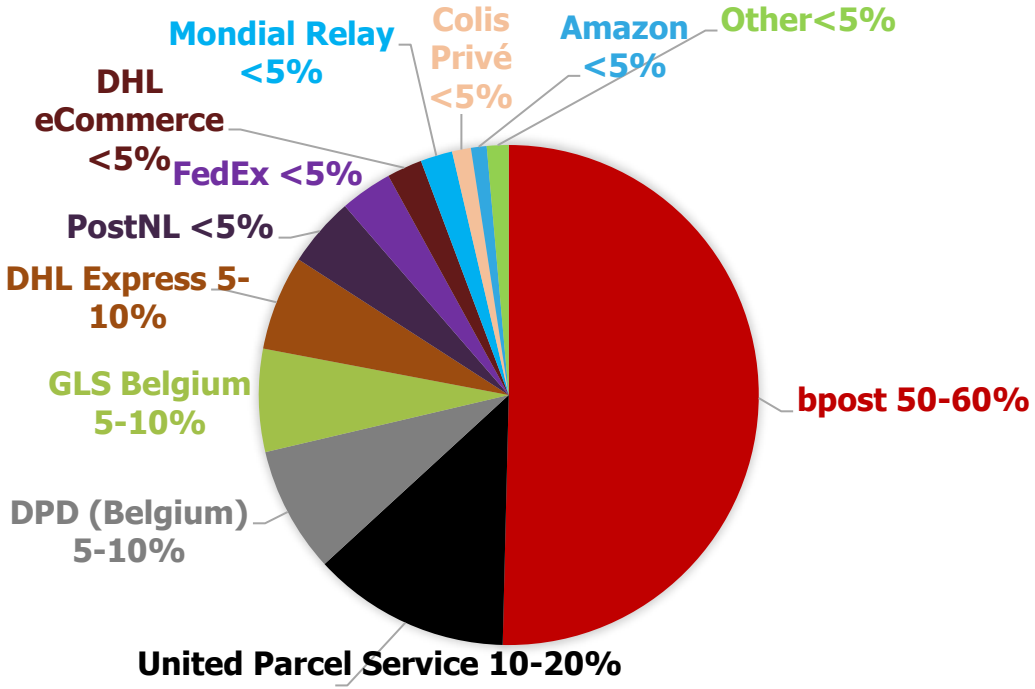
Belgian Postal market

Turnover of the overall postal market: off to a good (re)start

Transition towards a parcel-driven market

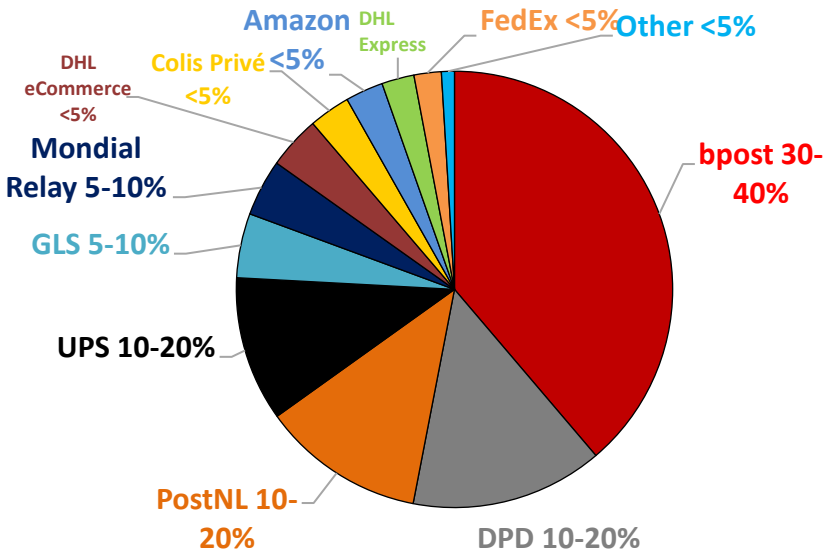


Bpost dominates postal market shares, Colis Privé and Amazon join the fray

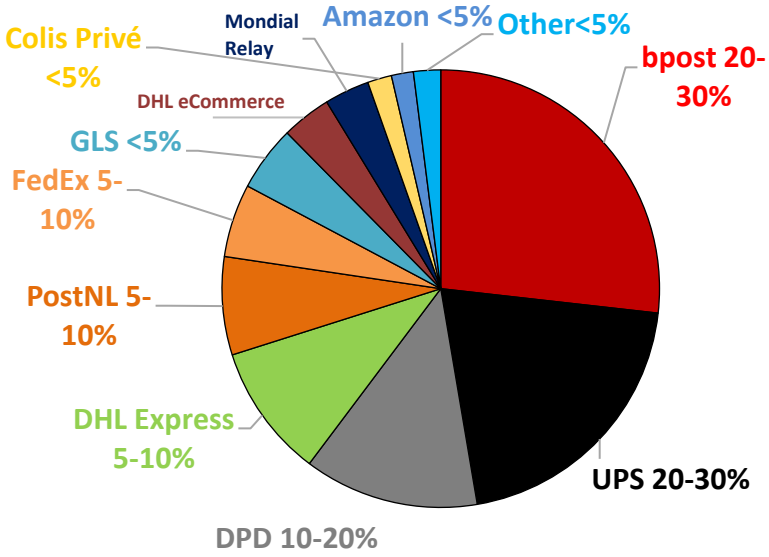


Parcels & express: volume vs turnover

Volume



Turnover



Strong underlying e-commerce basis in BE

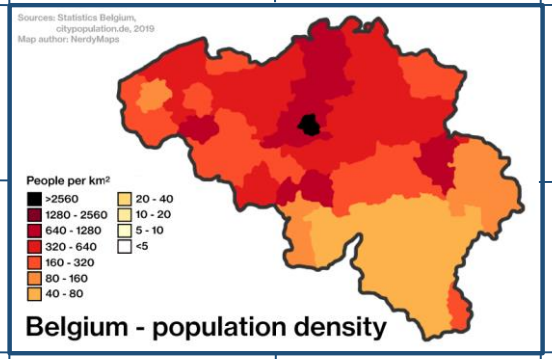
Internet users
94% of Total Pop
10.95 Million

Ecom Shoppers B2C
80% of Internet users
8.76 Million
Spend p. P. €1,301

Ecom Revenue
B2B 84% €35+ Bil
B2C 15% €12.1 Bil
C2C <1% €0.5 Bil

Delivery Preferences
Free delivery: 68%
1-2 days (BE) 18%
3-5 days (BE/EU) 64%

Internet sellers
24% of enterprises.
Increased ecom in pandemic 16%



Preferred Place of Delivery
Home delivery: 82%
Pick-up point: 14%

Import Mkts B2C
69% of users CB.
NL 32%, FR 21%,
DE 10%, CN 9%

Comms Networks
Mobile Coverage; 99%
Broadband: Good
Broadband price: Bad

Export Mkts B2C
€1.4 bn,
FR 29%, NL 23%,
UK 8%, DE 7%, US 7%

Key B2C Products
Clothes, Shoes, Body care, Electronics, Food Furniture, DIY…

Key B2B Products
Office supplies, Tools, Computers, Food, Clothing, Materials

Key C2C Products
Clothing, Accessories, vintage goods, sports equip, Auto parts

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Environmental postal sustainability indicators

BIPT observatory results (2023)

121-269 gr/CO2 per parcel

7-22% less emissions compared to 2022

3.5% of parcels delivered by electric/emission-free vehicles

IPC Results

Delivery Efficiency	2019	2020	2021	2022	2023	2025 target
Letter mail (grams CO_2 per item)	37.4	40.9	37.8	40.4	43.7	28.4
Parcel (grams CO_2 per item)	499.9	513.4	479.4	536.5	509.7	432.7

2012–2023 comparison of % of alternative-fuel vehicles

	2012	2020	2021	2022	2023
Total vehicles	524,000	601,000	630,000	637,000	**651,000**
Total alternative-fuel vehicles	65,000	134,000	149,000	165,000	**182,000**
% of alternative-fuel vehicles	12.40%	22.30%	23.60%	25.90%	**27.90%**

No estimation of the overall environmental impact of the postal sector: public figures can be broader (e-commerce/transport) or reduced (e.g. USPs only)

Environmental efforts in e-commerce first and last mile result in status quo

Delivery with alternative vehicles — Efforts started

- Electric delivery vans and bike delivery of parcels are used in selected cities
- Operators replace fossil-fuels vehicles at end of lifetime by e-vans
- Urban micro hubs are needed for bike delivery (part of bpost's Ecozones)

Out-of-home delivery — Significant efforts

- 5-6,000 postal points (incl. lockers)
- Partly multi-player postal points (~20 %)
- By int. comparison: low number of lockers in Belgium

Rural areas — No visible efforts

- Specific challenge: bike delivery not suitable, e-vans: limited reach
- Little cooperation between operators in delivery (but multi-player postal points)

Operators

Most advanced player: bpost

- Sustainability in 7th Management Contract
- 600 e-vehicles (2022)
- Ecozone concept in 5 cities, more to follow
- Ecozone: bpost delivers with e-vans and bikes, uses urban hubs, dense network of parcel lockers. Mechelen, Leuven most advanced

Other players will follow bpost's example

- Other parcel operators test alternative vehicles
- New players with sustainability focus: BD Logistics, Budbee/Instabee
- Budbee plans carrier-agnostic parcel lockers

Operators specialised in out-of-home-delivery/returns

- Homerr and ViaTim (DPD) for neighbourhood delivery
- Mondial Relay delivers to postal points as standard offer

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Environmental actions for the sector needed

- There is a high potential for improving sustainability on the first and last mile by postal operators and online retailers without regulatory intervention

Postal operators

- support sub-contractors to invest in e-vehicles
- improve information on sustainable delivery options to e-retailers
- improve attractiveness of out-of-home delivery options
- increase number of postal points, share points

Online retailers

- promote sustainability options at check-out
- change the return policy and introduce return fees
- develop sustainability policies
- inform online customers on environmental impact of deliveries and returns

- Postal operators and e-retailers have started measures to reduce greenhouse gases and air pollutants, but pace of transformation is too slow
- Further political and regulatory measures needed to create a framework targeted at increasing sustainability for parcel operators on the first and last mile

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Recent legislative and regulatory developments

Environmental sustainability in the Postal Law

In **Belgium** an amendment to the Postal Act (2023):

- defines (public) **parcel lockers** and includes parcel lockers as an element of postal infrastructure;
- prescribes that **access to the postal infrastructure can be requested based on environmental sustainability objectives**
- obliges postal operators to make use of **private parcel boxes** (if any) when delivering parcels at homes

A Royal Decree (2022) **relaxed the delivery targets** for inbound cross-border single-piece mail to D+3 (95%) and D+4 (97%) in stead of D+2 (95%) and D+3 (97%)

A Royal Decree (2023) regarding sustainability imposes on providers of parcel delivery services with more than 250 workers **to communicate to users and the BIPT on 7 environmental indicators**

Royal Decree 14 December 2023 on environmental sustainability indicators

- Parcel delivery providers with 250 workers, including subcontractors and temporary, workers need to:
  1. yearly publish the environmental indicators results on website and contracts
  2. indicate to users the environmentally sustainable delivery option(s)
  3. yearly report the data to the BIPT

- BIPT to publish results after verification (audit)

7 environmental postal indicators

1. for each method of delivery, the average of the **emissions of CO2 equivalents** generated by the collection, sorting, transport & distribution of postal items, measured in grams per volume unit determined by the BIPT (scope 1, 2 and 3)
2. for each method of delivery and for the different types of emissions the average of CO2 equivalent emissions, measured in grams, per volume unit defined by the BIPT, generated only **during the distribution**
3. for each method of delivery, the **average number of vehicle kilometres per parcel** during the distribution
4. the percentage of vehicle kilometres covered by zero-emission vehicles during the distribution
5. possible accession to a **sectoral sustainability charter**
6. the percentage of **renewable energy used** in their buildings
7. the percentage of **electric vehicles** and zero-emission vehicles operated within the fleet

BIPT & VUB developed a CO_2 calculation tool

METHODOLOGY FOR SUSTAINABILITY REPORTING FOR BELGIAN POSTAL SERVICE PROVIDERS

Koen Mommens

Mobilise - Vrije Universiteit Brussel

- **To verify and validate** the reporting of indicators 1 & 2 (CO_2 emissions equivalents) to BIPT by postal service providers
- The methodology makes **feasible** for the postal service providers to collect the requested data without administrative burden
- The methodology is **accurate,** the information collected is **representative** and to allow **comparative** analysis
- Tool **aligned with existing international standards:** ISO 14083 & aligned with GLEC Framework (same basis as ESRS and CSRD)
- CO_2 data published by the operators are checked by the tool
- A **result dashboard** in the tool presents:
  - The total annual CO_2 emissions
  - The CO_2 emissions per parcel
  - The difference in CO_2 emissions per parcel between the reported data and the tool data. A 10% difference indicated as a threshold value to review the reported result

Decision of 14 January 2025 on the methodology regarding sustainability reporting for Belgian postal services providers | BIPT

Data collection by BIPT

The methodology set out in the report is based on four pillars:

1. **CO_2 values to be calculated** and communicated by the postal service providers;
2. **Required input values**: from energy used, volume, logistic facilities and delivery modes) throughout the **entire chain;**
3. Same input specifically for **the last mile**;
4. Finally, there are the **calculation values** from the GLEC Framework.

Operator's own reporting							
[to be completed by the BIPT based on input operators - EMISSIONS PER PARCEL IN GRAMS]							
	Delivery method						
for each method of delivery, the average of the emissions of CO_2 equivalents generated by the collection, sorting, transport and distribution of postal items, measured in grams per volume unit determined by the Institute, distinguishing between the following emissions:	**Private address point**	**Manned collection point**	**Unmanned collection point**	**Shop**	**Express delivery**	**Sizeable delivery**	
direct emissions from sources owned or managed by the undertaking;							*CO_2 per parcel (in grams/parcel)*
indirect emissions linked to energy consumption; and;							CO_2 per parcel (in grams
other indirect emissions generated by outsourced activities.							CO_2 per parcel (in grams
for each mode of delivery, the average of the emissions of CO_2 equivalents, measured in grams, by volume unit defined by the Institute, generated only during the distribution phase within the meaning of Article 2, 6° of the Act, distinguishing between the following emissions:							
direct emissions from sources owned or managed by the undertaking;							CO_2 per parcel (in gramr
indirect emissions linked to energy consumption; and;							CO_2 per parcel (in gramr
other indirect emissions generated by outsourced activities.							CO_2 per parcel (in gramr

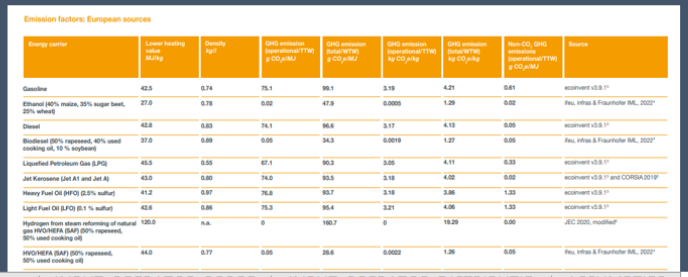
Data collection by BIPT

What is the total annual energy consumption of all your logistic facilities that fall within the limitations (distribution phase)? Gas and other consumption should be converted to kWu.		*kWh*
What is the total number of logistic facilities included in the energy consumption calculation above?		*number of*
Own transport without distinction between all delivery methods		
Do you use a single delivery method yourself (chain of facilities, type of vehicles, type of drive, round, etc.) for the different delivery methods (private address point, manned collection point, unmanned collection point, shop, express delivery, sizeable delivery)?	yes	*Yes/No*
What portion of the surface of the logistic facilities (with the exception of the headquarters if this is different) is reserved for the parcel volumes that fall within the scope?		
What portion of the vehicle surface, on average, is reserved for the parcel volumes that fall within the scope?		*number between 0 and 100*
Do you combine collection and delivery on the same route?	no	*Yes/No*
What is the total annual volume of parcels that you deliver?		*number of parcels*
What is the total annual volume of parcels that you deliver?		*number of parcels*
How many litres of diesel do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*litres of diesel*
How many litres of gasoline do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*litres of gasoline*
How many litres of biodiesel do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*litres of biodiesel*
How many litres of HVO do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*litres of HVO*
How many kilograms of CNG do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*kg of CNG*
How many kilograms of LNG do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*kg of LNG*
How many litres of LPG do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics facilities?		*litres of LPG*
How many megajoules of hydrogen do you use each year in the context of the above activity for your own transport and vehicle and machinery in the logistics		*MJ hydrogen*
How many kWh of electricity do you use each year for your own transport in the context of the above activity?		*KWh of electricity*
What is the share of emission-free electricity in your consumption?		*Portion - number between 0 and 100*
How many logistic facilities do you use within the defined limits for collection?		*Number - e.g.: if for a manned collection point, a sorting centre and a distribution centre are used each time, the '2'; if for a private address point, you use a sorting centre each time, and for 2 towns that account for 25% of the volume for this delivery method, additionally you use an urban distribution centre, then state '1,25'*
How many logistic facilities do you use within the defined limits for delivery?		*Number - e.g.: if for a manned collection point, a sorting centre and a distribution centre are used each time, the '2'; if for a private address point, you use a sorting centre each time, and for 2 towns that account for 25% of the volume for this delivery method, additionally you use an urban distribution centre, then state '1,25'*

Assumptions and calculation values

	A	B	C	D	E	F	G	H	I
1	Emission factors: European sources								
2	Energy carrier	Lower heating value (MJ/kg)	Density (kg/l)	GHG emission TTW (g CO2e/MJ)	GHG emission WTW (g CO2e/MJ)	GHG emission WTT (g CO2e/MJ)	GHG emission TTW (g CO2e/kg or kWh for electric)	GHG emission WTW (g CO2e/kg or kWh for electric)	GHG emission WTT (g CO2e/kg or kWh for electric)
3	Diesel	42,8	0,83	74,1	96,6	22,5	3,17	4,13	0,96
4	Gasoline	42,5	0,74	75,1	99,1	24	3,19	4,21	1,02
5	Biodiesel (50% rapeseed, 40% used cooking oil, 10% soybean)	37	0,89	0,05	34,3	34,25	0,0019	1,27	1,2681
6	HVO (50% rapeseed, 50% used cooking oil)	44	0,77	0,05	28,6	28,55	0,0022	1,26	1,2578
7	CNG	49,2	n.a.	56,6	79,2	22,6	1,5	3,9	2,4
8	LNG	49,1	n.a.	57,9	82,6	24,7	1,5	4,05	2,55
9	LPG	45,5	0,55	67,1	90,3	23,2	3,05	4,11	1,06
10	Electric	n.a.	n.a.	0	47,11	47,11	0	154	154
11	Hydrogen	120	n.a.	0	160,7	160,7	0	19,29	19,29
12									
13									
14									Opm

background - GLEC



Dashboard (comparison)

	Delivery method																				
	Private address point			Manned collection point			Unmanned collection point			Shop			Express delivery			Sizeable delivery		
	Total CO_2 emissions (in kg)	CO_2 emissions per parcel	Difference between operator reporting and tool	Total CO_2 emissions	CO_2 emissions	Difference between operator reporting and tool	Total CO_2 emissions	CO_2 emissions	Difference between operator reporting and tool	Total CO_2 emissions	CO_2 emissions	Difference between operator reporting and tool	Total CO_2 emissions (in	CO_2 emissions	Difference between operator reporting and tool	Total CO_2 emissions (in	CO_2 emissions	Difference between operator reporting and tool
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by volume unit defined by e Act, distinguishing									0%			0						
anaged by the undertaking;	#WAARDE!	#WAARDE!	0%	#WAARDE!	#WAARDE!	0%	#WAARDE!	#WAARDE!	0%	#WAARDE!	#WAARDE!	0	#WAARDE!	#WAARDE!	0%	#WAARDE!	#WAARDE!	0%
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BIPT transparancy tool: www.postalpoint.be

bipt Postal Point ?

Map Parcel Rates

NEAR YOU

-of-

1000

Enter a street name

SEARCH

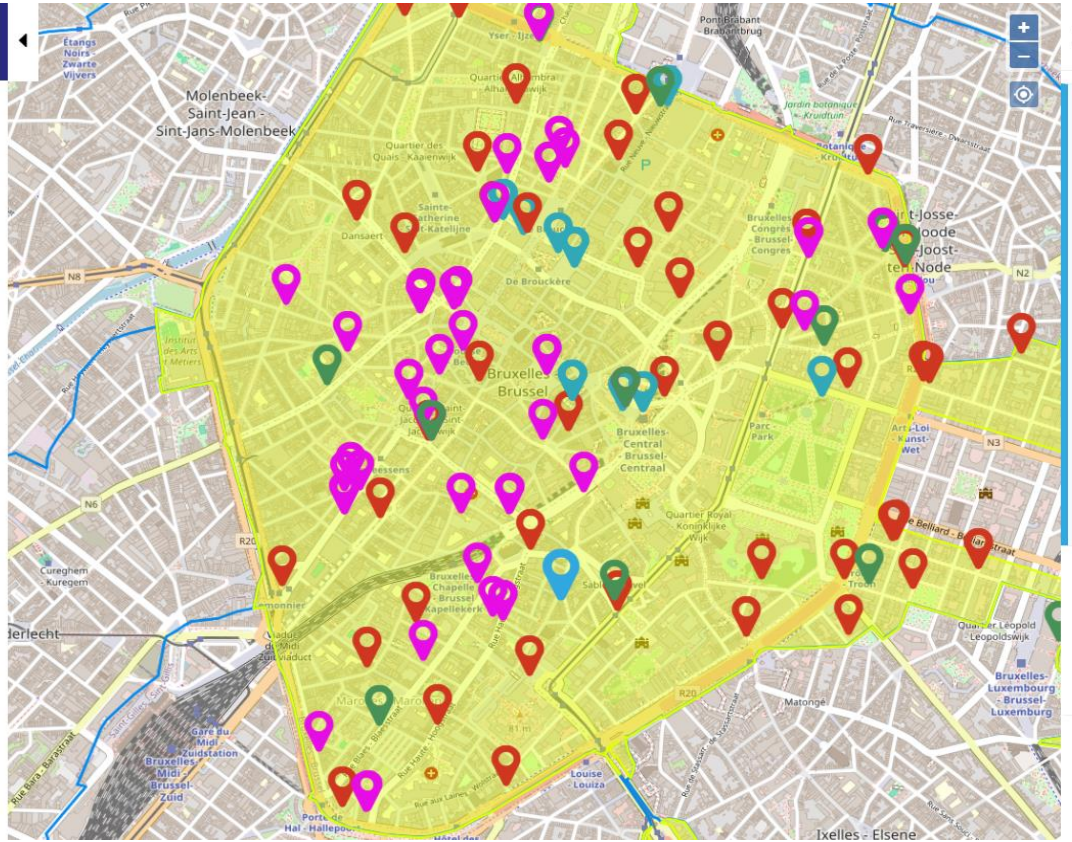
Type of postal service

- [x] letter
- [x] package
- [x] express

Type of Operator

- [x] bpost
- [x] DHL Express
- [x] DHL Parcel
- [x] DPD
- [x] GLS
- [x] Mondial Relay
- [x] PostNL
- [x] UPS

- [x] Select all



178 locations found

DELETE

DHL Express

Librairie Du Sablon
Zavelstraat 17
1000 Brussel

REPORT AN ERROR

Staffed point for dispatching and receiving express items

Opening hours

Mon	06.30 - 19.30
Tue	06.30 - 19.30
Wed	06.30 - 19.30
Thu	06.30 - 19.30
Fri	06.30 - 19.30
Sat	07.30 - 19.30
Sun	08.30 - 19.30

bpost

De Berlaimontlaan 8
1000 Brussel

More product information

bpost

Wolvengracht 46-48
1000 Brussel

More product information


Belgium
3:30
Postal Acss point
in Belgium
Belgium
3.70.32
Postal
Bexgium
Belgium
Locating postal Point
CO2 Foist
rates
3.729


Postal Point
Postal Point
Postal Point
3.2
4.2
3.2
2.20
8.5
7.38
CO2 Emissions
3.36