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To:

- The designated operators of Union member countries

For information to:

- Restricted unions
- Regulatory bodies overseeing postal affairs

Berne, 13 May 2025

Reference: 0426(DPRM.KCTT)1045

Subject: Postal statistics 2024 – Questionnaire for designated operators

Dear Sir/Madam,

I have pleasure in enclosing the new questionnaire designed to obtain a global overview of the postal market for 2024 (Annex 1).

The insight that designated operators alone can provide is indispensable: it gives us the only authoritative, country-level lens through which to benchmark their respective performance, to model alternative scenarios and to assess how different designated operators' business models can influence postal development.

A complete dataset will allow the UPU to compare like with like, identify best practices and produce evidence-based guidance that ultimately benefits citizens and businesses in every member country. Furthermore, it will enable the UPU to accurately calculate the Integrated Index for Postal Development (2IPD), which is the authoritative benchmark for the global postal sector, allowing the UPU to assess each country's postal development journey.

Your contribution would therefore serve the global postal community as a whole. Accordingly, I strongly encourage your cooperation in the field of postal statistics and, specifically, your participation in this survey.

You can access the electronic version of the questionnaire in six languages on the UPU website (upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics).

We remain at your disposal to provide further clarification regarding the headings and definitions, if required. I invite you to contact the UPU Knowledge Centre and Think Tank if you have any questions or comments (contact details provided in Annex 1).

We would like to remind you that designated operators are allowed to declare data provided for certain headings as confidential. This means that the data will be used only as part of regional aggregates and estimates but will not be published in the yearbook or on the UPU web page.

We would greatly appreciate it if you could complete this questionnaire with the most recent and accurate information and return it to the International Bureau, preferably by e-mail, **by 31 July 2025 at the latest**.

Many thanks in advance for your valuable cooperation.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Masahiko Metoki', written over a horizontal line.

Masahiko Metoki
Director General

Postal statistics

Questionnaire A (designated operators)

Designated operator/organization/financial institution	
Full name <input type="checkbox"/> Mr <input type="checkbox"/> Ms	
Position/title	
Address	
Tel.	Fax
E-mail	
Website	
Date	Signature

Reference period for data:

Please indicate the period to which the data relates:

If the period to which the financial data relates does not coincide with that of the other data, please indicate the dates of the beginning and end of that period:

Start date _____ (day/month/year) Start date _____ (day/month/year)

End date _____ (day/month/year) End date _____ (day/month/year)

Please return a completed form by post or e-mail **by 31 July 2025 at the latest** to:

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Postal statistics

1 Introduction

The aim of this questionnaire is to gather representative data on postal activities and development as well as data that can later be used to develop postal sector measurement indicators.

The statistical data gathered by means of this questionnaire forms the basis of global and regional analyses carried out by the UPU International Bureau in the postal development field. It also provides information on each Post, i.e. designated postal operators (previously known as public postal operators) for publication in the Postal Statistics yearbook and the online UPU postal statistics database, at www.upu.int/en/Members-Centre/Questionnaires-Surveys/Postal-statistics-questionnaire.

The UPU's postal statistics therefore constitute:

- a simple benchmarking tool;
- a helpful database for bilateral relations; and
- a strategic decision-making tool for reacting to international market developments.

The Postal Statistics yearbook is complemented by two other publications: *Status and structure of postal entities in UPU member countries* and *Measuring postal e-service development*.

In order to be a tool for postal development, statistical data must be reliable. It is vital that each designated operator should make the necessary efforts to provide full, reliable data. The existence of high quality statistics is essential if the UPU and postal businesses are to be in a position to develop appropriate policies and manage their development. Unreliable or incomplete data can lead to misinformed decisions, which in turn lead to wasted resources.

2 General instructions

To help maintain the quality of the postal statistics database, you are asked to:

- complete all the headings of the questionnaire as carefully as possible;
- supply all the data you can, in order to minimize the amount of missing data;
- when a piece of data is not supplied, provide a reason using the codes NA (service does not exist), ND (service exists but data not available), NG (negligible amount) or 0 (quantity nil);
- return the questionnaire by the deadline, so that the International Bureau can publish the annual statistics by the end of the current year.

It would also be helpful if each designated operator would take steps to collect the data requested in the questionnaire. This will help to raise the standing of the postal statistics and strengthen their role as a decision-making tool.

3 Definitions

To ensure the consistency of the data and make the questionnaire easier to understand, definitions, and methods of calculation in some cases, are provided where necessary. Please read the definitions carefully before answering each question.

Staff

The number of staff includes established or unestablished staff under contract to the designated operator, not including persons employed by contractors, or temporary staff taken on during holiday periods or for occasional events. However, retired employees as well as workers in subsidiaries abroad (if applicable) should be excluded.

Full-time staff

Full-time staff means all employees performing their functions during normal working hours. Normal working hours means the number of working hours per week set by the designated operator for full-time employment.

Part-time staff

This covers all employees working for less than the normal number of working hours each week.

Percentage of female staff

This means the percentage of female staff compared to the total number of staff. The total number of staff corresponds to the sum of the number of full-time staff and the number of part-time staff. Management staff refers to staff carrying out functions that entail leading, planning, controlling or specialist functions.

Percentage of delivery staff

This means the percentage of delivery staff (postmen/letter carriers) compared to the total number of staff. The total number of staff corresponds to the sum of the number of full-time staff and the number of part-time staff.

Number of posts

This does not refer to the number of posts provided for in the budget, but rather the total workforce, expressed in terms of full-time posts, at 31 December. So, to calculate the number of posts, count the number of full-time staff plus the number of part-time staff, converted to full-time posts. For example, two persons working at 50% count as one full-time post.

Postal infrastructure

Postal establishments open to the public are post offices to which customers may apply for postal services. Sections of exchange offices or sorting offices offering similar services are also included in this category. These offices may be run by the designated operator or by third parties, and may be permanent or mobile.

Full-service permanent post offices are post offices to which, in principle, customers may apply for all postal services. This category also includes sections of exchange offices or sorting offices offering similar services.

Secondary permanent post offices are permanent post offices that generally have reduced services and/or limited opening times for the public. This category also includes:

- sections of exchange offices or sorting offices offering similar services;
- establishments other than the designated operator providing postal services on the basis of a contract with the designated operator (such as shops offering postal services).

Permanent post offices staffed by officials of the designated operator

This question refers to full-service and secondary post offices run by officials of the Post. Definitions of full-service permanent post offices and secondary post offices are given above.

Permanent post offices managed by people from outside the designated operator

This question refers to permanent and secondary post offices managed by people from outside the designated operator. Definitions of full-service permanent post offices and secondary post offices are given above.

Post offices in rural areas (including mobile post offices)

These are post offices located in rural zones. As no universal definition exists, country-specific divisions of rural/urban zones should be used.

Mobile post offices are offices installed in a train, a road transport vehicle or a boat which serve regions without permanent post offices. They deliver mail and offer post office counter services. This category also includes *rural delivery staff providing post office counter services on their rounds*. Users can deposit parcels, letters or express items with them or make payments to them.

Post offices accepting financial transactions

Post offices accepting financial transactions include permanent offices and mobile offices (including rural delivery personnel) providing financial services (money orders, COD, payments, etc.).

Postal establishments not open to the public are those which carry out postal operations not involving customer contact. As such, they are not open to the public.

Sorting centres

Sorting centres are establishments whose main activity is sorting. Sorting sections of post offices open to the public and delivery offices are not included in this category.

Collection

This section of the questionnaire asks for information on the average number of collections by the designated operator of correspondence posted by customers in street letter boxes.

Collections from boxes not attached to post offices per working day in urban areas

This is the average number of collections (1, 2 or 3) per day from letter boxes not attached to post offices.

Collections from boxes not attached to post offices per week in rural areas

This is the average number of collections (1, 2, 3, 4, 5, 6 or 7) per week from letter boxes not attached to post offices.

Letter boxes

Letter boxes are receptacles situated in the street or at the post office, for the posting of mail.

Delivery

The information requested in this section of the questionnaire concerns the delivery of ordinary mail, not including express mail.

Deliveries per working day in urban areas

This is the average number of ordinary mail deliveries (1, 2 or 3) per day.

Deliveries per week in rural areas

This is the average number of ordinary mail deliveries (1, 2, 3, 4, 5 or 6) per week.

Percentage of the population having mail delivered at home

This is the percentage of the population having mail delivered at their own home. Delivery to community cluster boxes is regarded as home delivery.

Percentage of the population without postal services

This is the percentage of the population living in regions in which there is no postal service.

Post office boxes

Post office boxes are boxes, pigeonholes, bags, parcel lockers, etc., placed in a postal establishment, to which customers' mail is delivered. This category also includes boxes situated at a public access point

Automated parcel lockers

These are electronically controlled booths for the self-service collection of parcels, packages and oversize letters. These lockers are most often located inside or outside high pedestrian traffic zones (e.g.: stations, shopping malls) or in purpose-built designated locations accessible 24 hours a day, seven days a week. Consumers generally need to register to use these services and are notified of a pick-up/collection from their selected locker by e-mail or SMS.

Number of postal establishments and public access points having post office boxes

This is the number of postal establishments and public access points which have post office boxes.

Percentage of items delivered to post office boxes

This is the percentage of items delivered to post office boxes, as a proportion of overall mail, as opposed to mail delivered to homes.

Example: of total mail deliveries, 80% of items are delivered to customers' homes and 20% to post office boxes.

Domestic quality standard for priority mail

This is the expected end-to-end transit time for domestic priority letter-post items. Usually, it is one (J+1), two (J+2) or three (J+3) days. If different standards apply for different routes within the country, then the shortest one should be chosen. Similarly, if multiple standards apply for the same route (e.g. J+1 "speed" and J+3 "reliability") only the shortest one should be indicated.

Example: in a given country, the standard for routes between and within cities may be J+1, whereas for routes between cities and rural areas it may be J+3. In this case, you would choose only J+1.

Quality target

This is the percentage of items to be delivered within the standard defined in the previous heading. The quality target is usually set by the regulator and ranges from 80 to 95%.

Performance level

This is the percentage of items actually delivered within the quality standard. This figure should be the annual result of a domestic quality measurement for the given year. If such a measurement does not exist, Global Monitoring System results (domestic performance for incoming international mail) should be used.

Postal income per product

The table should reflect the distribution of the total income per business line.

It is important to note that income derived from postal payments should be assigned to "postal financial services" and not "other products".

Financial results

Data are to be supplied by designated operators in their national currency; the International Bureau will then convert them to SDR at the IMF exchange rate of 31 December of the year in question.

Operating revenue

Operating revenue comprises:

- income from the sale of services: postal charges (stamps, franking marks, etc.), income from passenger transport operations, the giro service, the postal savings bank service or the post bank;
- remuneration for transport and delivery of international mail;
- remuneration from public or private non-postal operators (e.g. road, rail or sea carriers);
- various subsidies received (state, community, public or private institutions);
- other operating income (e.g. insurance policies sold by the designated operator).

Operating costs

Operating costs comprise:

- staffing costs (salaries, social contributions, staff benefits, other staffing expenses);
- taxes, payroll taxes, other taxes and contributions;
- depreciation (amortization) of tangible assets (including transport equipment, computer equipment, other logistical postal service facilities, buildings, land), and intangible assets (licences, patents);
- domestic and international mail transport costs (e.g. road, rail, sea or air carriers);

- remuneration paid to public or private operators, including terminal dues and rates paid to other postal operators;
- various subsidies paid to the state, community, or public or private institutions;
- other operating costs (rental and maintenance of premises, advertising, market research, insurance, other administrative costs, etc.).

Net result (after tax)

The net result of a business is equal to the sum of its income over a given period, minus all its expenditure (operating, financial and extraordinary expenditure) over the same period, and minus corporation tax. The net result may therefore be either a loss (negative net result) or a gain (positive net result).

Subsidies received

This means transfer payments paid to businesses or public bodies in compensation for persistent losses (e.g. negative operating results) in their economic activity, as a consequence of prices that are set below the average production cost, resulting from an express economic or social policy of the government (including universal service obligation).

Investments

Investment is an economic operation aimed at acquiring production assets or tangible or intangible assets which permit the production of other goods and services and which are durable (used for a number of financial years). In concrete terms, investment may consist of purchasing ground, buildings or machines, but also buying software, research costs, purchasing patents, etc.

Letter post and communication products

Letter-post items essentially consist of letters and postcards, aerogrammes, printed matter (newspapers, periodicals), addressed or unaddressed advertising materials, small packets, items for the blind and, where applicable, in the domestic service, commercial papers, samples of merchandise, small packets, etc.

Merchandise items are those that contain commercial products, normally identifiable by their dimensions. Classifications may vary depending on the postal organization. For example, if one dimension is much lower than the other two (flat), the item may be classed as a document rather than merchandise. The country-specific classification should be used.

Advertising items

Advertising mail refers to items which contain mainly advertising. They can be of two categories: addressed and unaddressed items. It often also comprises printed matter ("all boxes" or targeted).

Newspapers and periodicals

This refers to copies of newspapers and periodicals dispatched and delivered by the designated operator in the domestic service.

Basic tariff

This is the tariff for a priority letter-post item within the first weight step, expressed in national currency. If this tariff depends on distance/zone, the lowest one should be indicated.

Hybrid mail

Hybrid mail

Hybrid mail is an electronic-based postal service whereby the sender posts the original message in either a physical or an electronic form, after which it is electronically transmitted and converted into a letter-post item for physical delivery to the addressee. It might also contain advertising items. The original transmission might be converted into other than physical means, such as fax, e-mail, or SMS. It might be converted to multiple means.

For a more detailed definition of letter post, please refer to the Convention Manual.

Express items

Items (documents and merchandise) forwarded and delivered in the most rapid way. For international flows, these are EMS items.

Postal parcels

A distinction should be made between international and domestic service.

In international service, *postal parcels* are items conveyed under the conditions of the Convention and the Parcel Post Regulations.

For a more detailed definition of postal parcels, please refer to the Convention Manual.

As regards domestic parcels, the country-specific definition should be used.

Other traffic information

Total weight transported denotes the weight expressed in kilogrammes of all categories of items transported domestically or bound for international export. If the exact figure does not exist the best possible estimate could be used (based for example on the measurement of average filling of trucks or on sampling studies of average item weight).

Trackable items are postal items equipped with an identifier (e.g. a barcode) which enables their recognition by an electronic tracking system, however, they need not necessarily allow for customer claims. In other words, tracked items may comprise more than parcels, express items and registered letter post.

Financial services

Payments

These are transfers of money from one party to another, in cash or electronically. Payments can be processed directly by the postal operator or in partnership with government agencies, money transfer operators, utility companies, insurance companies, microfinance institutions and banks, etc.

Government payments

These are payments processed by a postal operator on behalf of a government agency. They can be initiated either by an individual (person-to-government payment) or by a government agency (government-to-person payment). They include pensions, social transfers, tax payments and government services' payments, but exclude payments to utility companies.

Bills

These are payments processed by the postal operator on behalf of an individual to pay for the services of a third-party company, generally utility companies (water, electricity, telephone, TV).

Money orders

Money orders are cash or electronic transfers from person to person where the postal operator is used either at the point of issue, payment or both. They include paper-based money orders as well as electronic ones.

International service

International service includes all cross-border payments processed by a postal operator. They include international remittances offered in partnership with a money transfer operator, a bank, a mobile money operator or any other provider, as well as international remittances offered directly by the postal operator.

Giro/checking/current accounts

These are accounts used to process payments from which money may be withdrawn without notice, typically catering for frequent deposits and withdrawals by cheque, debit card or any other payment instruments.

Female accounts

Giro, checking or current accounts which are owned by women.

Savings bank or postal bank

The figures for the postal savings bank or postal bank relate to the number of accounts open at the end of the period and the total assets held in these accounts, representing the credit balance.

Connectivity

Permanent post offices using counter automation systems

A computer system and related electronic network installed within postal outlets to automate over-the-counter customer-related activities including retail services, postal financial services, government agency-related transactions and other business transactions at postal counters.

Permanent post offices connected to an electronic network

An electronic network is a communications infrastructure installed between retail outlets, district, regional, and headquarters locations that allows the offices to share information and data. In many cases it is used to link counter automation systems together. The network should be using permanent or semi-permanent connections, and in the most advanced form will also provide direct Internet access for post offices.

Number of post offices with broadband Internet access

This refers to the number of post offices (whether or not managed by the designated operator) that have a broadband internet access. Broadband Internet access is defined as a fixed or wireless to the public Internet at downstream speeds equal to, or greater than, 256 kbit/s. The broadband Internet connection can be used for operational purposes, e.g. to make electronic money transfers (through the Internet), or offered to the public through Internet access points.

Public Internet access points

This means facilities offered by the designated operator which enable the public to access the Internet, either continuously or at particular times. These points must be equipped with at least one public Internet terminal.

Number of post offices providing Internet access points

This refers to the number of post offices (whether or not managed by the designated operator) providing public Internet access points.

Postal sustainable development (test section)

Alternative vehicles

Alternative vehicles are electric, hybrid, LNG, LPG, CNG and biofuel vehicles, regardless of weight or transport capacity. Vehicles that run on bio/mineral fuel mixes that are at or below the nationally agreed minimum content of bio/mineral fuel are excluded.

Electricity use

Renewable energy sources include biomass, hydro, geothermal, solar and wind, but not nuclear. This information can be calculated based on the electricity mix of the energy supplier, any certified renewable energy purchased from the supplier, and any renewable energy produced by the postal operator. Alternatively, this can be estimated by identifying the country's current national energy mix, and multiplying it by the operator's total electricity consumption. Data should be provided for all postal buildings across the country that are used by the operator, including headquarters, sorting centres and post offices.

Please read the definitions carefully when completing the questionnaire

The data supplied in this part of the questionnaire will be published unless you request that they are not published. In the latter case, the data will be treated confidentially and used only to calculate the totals needed for analysis of the worldwide and regional situation.

Staff

	Number of staff	Number
001	Number of full-time staff (at 31 December)	
002	Number of part-time staff (at 31 December)	
003	Total number of staff	
005	Female staff (as a percentage of the total number of staff)	%
007	Female <i>management</i> staff (as a percentage of the total number of <i>management</i> staff)	%
006	Percentage of delivery staff (as a percentage of the total number of staff)	%
004	Please indicate the number of posts (at 31 December)	

To calculate the number of posts, count the number of persons working full-time plus the number of persons working part-time converted to full-time posts. For example, two persons working at 50% count as one full-time post.

Postal infrastructure

	Postal establishments open to the public	Number
101	Permanent post offices staffed by officials of the designated operator	
102	Permanent post offices (including shops and business outlets offering postal services) managed by people from outside the designated operator	
103	Post offices in rural areas (including mobile post offices)	
104	Post offices accepting financial transactions (permanent and mobile, whether or not managed by officials of the designated operator)	
	Postal establishments not open to the public	Number
105	Sorting offices (excluding delivery offices)	

Collection

	Mail collection	Number
201	Average number of collections from letter boxes not attached to post offices <i>per working day</i> in urban areas	
202	Average number of collections from letter boxes not attached to post offices <i>per week</i> in rural areas	
203	Number of letter boxes (boxes sited in streets and in post offices)	

Delivery

Questions on delivery (except for 309) refer solely to letter post

Mail delivery		Number
301	Average number of deliveries <i>per working day</i> in urban areas	
302	Average number of deliveries <i>per week</i> in rural areas	
		Percentage
303	Percentage of the population having mail delivered at home	%
304	Percentage of the population having to collect mail from a postal establishment	%
305	Percentage of population without postal services	%
		TOTAL = 100%
		Number
306	Number of post office boxes	
308	Number of postal establishments and public access points having post office boxes	
		Percentage
307	Percentage of items delivered to post office boxes	%
		Number
309	Number of automated parcel lockers	
Quality of service		Days
310	Domestic quality standard for priority mail	<input type="checkbox"/> J+1 <input type="checkbox"/> J+2 <input type="checkbox"/> J+3
		Percentage
311	Domestic quality target for priority mail	
312	Annual performance level	

Postal revenue per product

Please indicate the income (in %) from each postal products.

		Breakdown of income (%)
401	Letter post	%
402	Parcels, express and logistics services	%
403	Postal financial services	%
404	Other income	%
		TOTAL = 100%
405	Percentage of total income derived from philately	

Financial results

	Financial results	Total amount (in national currency)
502	Operating revenue	
503	Operating costs	
504	Operating result (502–503)	Profit:
		Loss:
509	Net result (after tax)	Profit:
		Loss:
		Total amount (in national currency)
560	Subsidies received	
		Total amount (in national currency)
570	Investments	

Letter-post and communications products

	Letter-post items	Total number of items (LC + AO, or priority items + non-priority items)
601	Domestic service	
602	International service – dispatch	
603	International service – receipt	

	Newspapers and periodicals	Number of copies	614 Included in letter post?
612	Domestic service		Yes <input type="checkbox"/> No <input type="checkbox"/>
613	Please indicate whether periodicals are included in these figures		Yes <input type="checkbox"/> No <input type="checkbox"/>

	Tariffs	Amount (in national currency)
630	Basic tariff for a domestic priority letter (first weight step)	

Advertising items

Domestic service		Number of items	617.1 Included in letter post?
615.1	Addressed items		Yes <input type="checkbox"/> No <input type="checkbox"/>
615.2	Unaddressed items		Yes <input type="checkbox"/> No <input type="checkbox"/>
615.3	Total		

If you do not have details of addressed and unaddressed items, please indicate the total and the approximate percentages of each category.

International service – dispatch		Number of items	617.2 Included in letter post?
616	Addressed items		Yes <input type="checkbox"/> No <input type="checkbox"/>

Hybrid mail

Hybrid mail		Number of items	620 Included in letter post?
618	Domestic service		Yes <input type="checkbox"/> No <input type="checkbox"/>

Express items

Express items		Number of items
650	Domestic service	
651	International service (EMS) – dispatch	
652	International service (EMS) – receipt	

Postal parcels

Postal parcels		Total number of items
701	Domestic service	
702	International service – dispatch	
703	International service – receipt	

Other traffic information

Total weight transported		Total kilograms
750	Domestic and international dispatch, all categories together	

Trackable items		Total number of items
751	Domestic and international dispatch, all categories together	

Postal financial services

Payments

If your business does not offer a particular product, please write "NA".
 If a particular service exists but data are not available, please write "ND".
 The amount of money orders should be indicated in the national currency.

Domestic service – composition of payments		Number of payments (sent in paper form, by electronic means or by other communication methods)
801	Government and social payments	
802	Bills (taxes and utilities)	
803	Money orders	
804	Total	

International service – Dispatch Please indicate as appropriate: <input type="checkbox"/> your business is the provider of this service <input type="checkbox"/> your business provides this service in cooperation with another institution <input type="checkbox"/> your business does not provide this service		TOTAL* (sent in paper form, by electronic means or by other communication methods)
809	Number of payments	

International service – Receipt Please indicate as appropriate: <input type="checkbox"/> your business is the provider of this service <input type="checkbox"/> your business provides this service in cooperation with another institution <input type="checkbox"/> your business does not provide this service		TOTAL* (sent in paper form, by electronic means or by other communication methods)
817	Number of payments	

Giro and checking accounts

825 Please indicate as appropriate:

- ☐ your business is the provider of this service
- ☐ your business provides this service in cooperation with another institution
- ☐ your business does not provide this service

826	Number of accounts (at 31 December)	
827	Percentage of female accounts (at 31 December)	

Savings bank or postal bank

828 Please indicate as appropriate:

- ☐ your business is the provider of this service
- ☐ your business provides this service in cooperation with another institution
- ☐ your business does not provide this service

829	Number of accounts (at 31 December)	
830	Year-end assets in accounts (at 31 December) (amount in national currency)	
831	Percentage of female accounts	

Connectivity1001.0 Does your business offer **public Internet** access points? Yes ☐ No ☐

		Number
1001.1	Permanent post offices providing public Internet access points (whether or not managed by officials of the designated operator)	
1001.2	Permanent post offices connected to an electronic network (whether or not managed by officials of the designated operator)	
1001.3	Permanent post offices using counter automation systems (whether or not managed by officials of the designated operator)	
1001.4	Permanent post offices with broadband Internet connection used for operational purposes or offered to the public (whether or not managed by officials of the designated operator)	

Postal sustainable development (test section)

Congress resolution C 17/2021 strengthened the commitment of the UPU to reducing greenhouse gas emissions from the postal sector. Key indicators for progress towards climate-neutral postal operations are: a) the size and composition of the vehicle fleet; and b) the amount and composition of electricity use. We therefore invite you to provide answers to the four questions below.

Vehicles

Data should be provided for the operator's vehicles only, not for subcontracted transport.
Includes all motor vehicles, regardless of weight or transport capacity.
Includes two-wheeled and three-wheeled motor vehicles, but not bicycles.
Alternative vehicles are those classed as electric, hybrid, LNG, LPG, CNG or biofuel.
If the operator's fleet has no alternative vehicles, do not leave blank, please write "0".

		Number of vehicles
1101	Total number of vehicles in the operator's fleet	
1102	Total number of alternative vehicles	

Electricity use

Data should be provided for all postal buildings across the country that are used by the operator (head-quarters, post offices, sorting centres, etc.).
Renewable sources of electricity are biomass, hydro, geothermal, solar and wind, but not nuclear.
If no electricity from renewable sources is used, do not leave blank, please write "0".

		Electricity used in kWh
1103	Total electricity consumption in your buildings during the year in question	
1104	Total renewable electricity used in your buildings	

Thank you for taking the time to complete this questionnaire.