



WORLD POST DAY 2022

Postal and courier industries are catalyst of digital economy and leaders of environmentally friendly ecosystems

WORLD Post Day is celebrated on Oct 9 EVERY year to appreciate the importance and contribution of postal and courier services to the global community, as well as to pay tribute to postal workers who make extraordinary contributions in carrying out customer trust.

It also marks the anniversary of the founding of the Universal Postal Union in 1874 in Bern, the capital of Switzerland.

This year, World Post Day is celebrated under the theme *Post for Planet*, which highlights the post's contribution to a sustainable environmental future.

It is also in line with the implementation of Sustainable Development Goals (SDGs), which aim for environmental sustainability for future generations.

Malaysia as a member of the Universal Postal Union (UPU) and is strongly committed to achieving the 2030 Sustainable Development Agenda through the UPU and the United Nations, to build a sustainable future for universal well-being.

In line with the theme, the increasingly modern and inclusive postal and courier service network in the country needs to play its part in the transition to a sustainable lifestyle.

This effort has started since 2020 when postal and courier industry players expressed a commitment to reduce the carbon footprint and conduct 100% paperless business operations by 2025.

Among the efforts being implemented include introducing a self-service electronic system that allows customers to make e-notes – consignment using a mobile application and making package deliveries without printing an airway bill.

So far, there are more than 174,000 postal and courier workers across the country who work tirelessly to carry out their duties in various challenging environments and face unpredictable weather conditions, especially in rural and remote areas.

I greatly appreciate the contribution of postal and courier workers who always provide the best service and ensure that letters and documents can be delivered safely and swiftly under any condition.

At this moment, Malaysia is witnessing the rapid growth of the digital economy, which has created new digital businesses whereby millions of Malaysians are using virtual alternatives for daily needs such



as online shopping.

Therefore, the Malaysian Digital Economy Blueprint (MyDigital) has been created with the aim of making Malaysia a regional leader in the digital economy and achieving inclusive, responsible and sustainable socioeconomic development.

The postal and courier industry is one of the main catalysts for the development of this digital economy due to the dependence of the e-commerce sector on the smoothness of the integrated postal supply chain, especially in last-mile delivery services.

Therefore, all efforts to empower a dynamic and efficient postal and courier industry need to be emphasised to support the growth of the e-commerce sector and the digital ecosystem as a whole.

At present, the postal and courier industry are seen to be competent in adapting to technological changes and meeting customer demands, as well as supporting the growth of e-commerce packages by implementing digital transformation and renewing their respective business models in order to create a more sustainable environment for Malaysia.

I encourage all parties to continue to support and cooperate in all efforts with other UPU members so that dynamic, efficient and reliable postal and courier services can continue to be achieved.

Happy World Post Day!

TAN SRI ANNUAR MUSA
Communications and
Multimedia Minister



TECH FOR THE PLANET

J&T Express Malaysia marks World Post Day 2022 by providing technological innovations and advancements to Malaysians for their logistics needs.

The global logistics service provider aims to align with the principles of the circular economy and this year's theme – *Post for Planet*.

That said, J&T Express upgraded 30 of its nationwide outlets into Premium Courier Points in different states of Malaysia, where customers can enjoy enhanced service experience beginning with a more friendly and comfortable atmosphere at these courier depots.

There will be interactive LED billboards, merchandise display areas and a stunning packaging station.

J&T Express has also improved its delivery service by developing sorting centres, advanced technology and professional safe storage. With the improvement of artificial intelligence, carbon

emissions can be reduced, in turn making carbon neutrality more achievable.

J&T Express Malaysia CEO Roy Zeng said: "J&T Express – being the first logistics company to introduce 365 days and one-stop services in Malaysia – has been further developing the local logistics industry through express delivery services.

"We appreciate and cherish every customer and VIP who continued to support us over the years. J&T Express offers high-quality delivery services that revolutionise Malaysia's logistic networking as a whole."

He added that the launch of different services such as next day delivery, fresh delivery, international shipping, express document promoted all Malaysians to experience superior delivery services.

"In the future, we will keep on introducing delivery services with advanced technology to be the country's leading

delivery service provider."

In line with its mission "Customer-oriented and Efficiency-based", J&T Express used an automatic sorting system for effective distribution of packages to ensure customer satisfaction including customers and VIPs achieving a better business milestone with cost-effectiveness.

Moreover, J&T Express anticipates a doubling of the number of parcel deliveries due to the approaching 10.10, 11.11 and 12.12 mega sales.

The company has made investments in operational assets in order to ensure customer satisfaction in conjunction with the expansion of the business and hopes that all its consumers enjoy the fun of the e-commerce shopping carnival.

Founded in 2015, J&T Express' network spans 13 countries, including Indonesia, Vietnam, Malaysia, the Philippines, Thailand, Cambodia,

Singapore, China, Saudi Arabia, the UAE, Mexico, Brazil and Egypt.

It is fast becoming one of the leading express delivery businesses in South-East Asia and China, which are among the largest and fastest-growing markets in the world.

Adhering to its mission, J&T Express is committed to providing customers with integrated logistics solutions through intelligent infrastructure and digital logistics network, as part of its global strategy to



connect the world with greater efficiency and bring logistical benefits to all.

For more info, visit www.jtexpress.my.



BOLD GREEN AMBITIONS

Pos Malaysia's new sustainability roadmap focuses on environmental, social and governance (ESG) initiatives by keeping their operations clean and green (environmental), being a great company to work for (social) and being a highly trusted company (governance).

As part of its environment roadmap, the company focuses on building a sustainability framework based on sound economic, environmental and social (EES) strategies for profound and lasting changes.

That said, Pos Malaysia serves one purpose: to be passionate about building trust to connect lives and businesses for a better tomorrow. This commitment guides its efforts and sense of responsibility, underscores values, focus on mission and creates long-term value.

Therefore, fulfilling its purpose requires making every dimension of the business sustainable.

In conjunction with World Post Day

2022, which carries the theme *Post for Planet*, Pos Malaysia has aptly outlined its sustainability transformation plan.

It aims to reduce 30% reduction of its scope one and two emissions by 2025, with aspirations of being 10 years ahead of the Paris Agreement commitments by achieving net zero carbon by 2040 (dependencies include national grid electricity at 100% renewable, availability of charging stations and appetite and readiness for investment).

To achieve this, Pos Malaysia will focus on its primary source of emissions – its fleet and buildings. It intends to:

- > replace internal combustion engine (ICE) fleet of bikes and vans with electric vehicles (EVs).

- > add 2,200 EV bikes and 800 EV vans by 2030, which will begin this year.

- > combine other driver-efficiency initiatives such as telematics and route optimisation.

It will also focus on energy efficiency and cleaner energy sources, having embarked on assessing electricity usage in buildings and facilities where it operates.

- > Implement energy efficient solutions in all buildings.

- > Incorporate building energy management systems (BEMS) in selected high consumption facilities to reduce overall energy needs.

- > Install solar photovoltaic (PV) panels throughout its facilities.

Pos Malaysia projects a 7% reduction in energy demand of each building implemented with BEMS and IoT devices.

In May 2022, it completed energy efficient projects in eight locations with a total annual savings of 218,000kWh, equivalent to electricity usage for 30 homes in a year.

Moreover, in November 2021, a 2.2MW solar PV system was installed in Pos Malaysia's National Mail Centre, Shah Alam.



Solar PV system installed in Pos Malaysia's National Mail Centre, Shah Alam.

By end-2022, two more facilities will be installed with solar PV systems, while 30 additional sites will be ready by end-2023.

Pos Malaysia's sustainability agenda is motivated by its purpose statement of "being passionate about building trust to connect lives and businesses for a better tomorrow".

It reflects an unwavering commitment to use its business for good to affect envi-

ronmental well-being.

Its ultimate objective is to continue its critical role of innovating postal solutions to catalyse economic development, environmental stewardship and social equity in the ecosystem, while continuing providing services to customers, stakeholders and the communities it operates in.

For more info, visit www.pos.com.my



GREENER OPTIONS FOR THE PLANET

SKYNET has more than 30 years in the industry, incorporating sustainability into its day-to-day activities as part of its corporate culture.

In conjunction with World Post Day 2022, it aims to set the highest standard in reducing its carbon footprint along with its social and governance initiatives.

SkyNet continues to redesign its processes to reduce the truck movements by setting up centralised processing centres in various parts of Malaysia, acquiring newer trucks with green engines that produce less harmful impacts to the environment, replacing office and operational area lighting systems to LED lighting, reducing the usage of plastics materials and encouraging its esteemed customers to reduce paper usage by converting to a one-ply sticker consignment note.

Meanwhile, under its SkyNet Cares initiatives, it actively organises various types of activities such as online charity sales, donation to flood victims and

school event sponsorships.

To maintain the high level of governance standard, it is committed to conducting its affairs ethically and lawfully, working to the company's code of conduct.

SkyNet has a zero-tolerance policy towards corruption and bribery of its employees or any person acting on behalf of SkyNet.

All the new employees are required to attend the compulsory orientation programme to understand the standard code of conduct adopted by the company.

Established in 1992, SkyNet has established more than 90 offices at strategic locations in Malaysia and more than 200 drop-off and

collection centres in various parts of Malaysia.

SkyNet's corporate headquarters is located at Subang Jaya,

Selangor and is set to be one of the leading courier companies in Malaysia, with more than three decades of experience in providing domestic and international courier services.

SkyNet provides same day and next day delivery, cash on delivery, air freight, sea freight, custom clearance, transportation, warehousing, pick and pack and special projects for customers.

It has warehouses in Subang Jaya, Kota Kemuning (Selangor), Kuching and Kota Kinabalu that are customised for ecommerce products storage.



It performs receiving processes, quality control, labelling, storage, picking, packing and return-shipment handling.

IT plays an important role in enhancing the efficiency and productivity of its operations. The systems developed by its own IT team includes real-time mobile app tracking, eAWB printing system, integration with third party systems via FTP or API, among others.

To align with the National Courier Accelerator Plan (Pakej) objective of creating a collection and delivery centre infrastructure network plan, the management decided to launch CourierHub@SkyNet a year ago with hundreds of CourierHub@SkyNet centres operating in various parts of Malaysia.

CourierHub@SkyNet business activities includes drop off, collection, sending shipment, new customer sign up, performing delivery within designated areas and selling courier materials.

For more info, visit www.skynet.com.my

POSTAL AND COURIER INDUSTRY REMAIN RESILIENT AND ROBUST

AS the Covid-19 pandemic restrictions begin to ease, allowing more economic activities to take place, the postal and courier sector continues to see a rise in the demand for its products and services.

This paves the way to greater economic chain reaction spurring growth not just in the core industry but also in associated ones.

According to Mordor Intelligence, the Malaysia Postal and Courier market significantly increased by more than 80% in the last two years and is expected to grow at a compound annual growth rate of more than 9% during the forecast period of 2022-2027.

That said, the postal and courier segment remains robust to withstand the unprecedented pandemic as it continues to connect the people, enabling e-commerce, accelerating economic growth spurs, nurturing the network of small and medium enterprises (SMEs), and most importantly, playing a pivotal component role in supporting the digitalisation ecosystem.

In that respect, this propelled the way forward with more focus on environmental sustainability and how that impacts the way of doing business.

Through digitalisation, many traditional business practices can now be simplified with cost efficient savings, which can be passed on to the consumers to enjoy better rates and conveniences in terms of reachability.

In conjunction with this year's theme for World Post Day, *#PostForPlanet*, environmental sustainability will take a forefront view with its aspirations in the postal and courier sector, in the Malaysian landscape as well as the greater global context.

One such example is the establishment of Rangkaian Pakej, a supporting delivery and drop-off outlets, which comprised cohorts and ecosystem partners that are spread across the Peninsula and East Malaysia.

As the ecosystem evolve and progress, in tandem with the confluence of digitalisation, the sector had spearheaded many green initiatives such as:

- > Rangkaian Pakej is a supporting pick-up and drop-off point comprising cohorts and ecosystem partners, which changes the way how consumers send and receive their parcels.

- > E-consignment notes via a mobile application signifies the postal and courier industry players' commitment to reducing their carbon footprint. This self-service electronic system allows customers to transact their business without printing of an airway bill.

- > Last-mile delivery vehicles are also progressively being replaced with electric vehicles to reduce carbon emissions, in alignment with the National Energy Policy (DTN) 2040.

The Malaysian Communications and Multimedia Commission (MCMC) will continue to drive best practices on policies, governance and sustainability and environmental sustainability developments, ensuring the industry thrives towards continual improvement.

The industry can certainly see many more developments in 2023, with the country's economic growth projection set at 5.5%, which will possibly see the sector's development in tandem with the forecasted economic growth.

Apart from that, Malaysia could also expect many transformational and practical approaches in the environmental sustainability agenda to simplify the interaction of the postal and courier industry with its consumers.