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LIMITE

POSTES

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MEETING DOCUMENT

From:	General Secretariat of the Council
To:	Working Party on Postal Services
Subject:	Presentation : Towards an EU Delivery Act

Delegations will find in annex the presentation "Towards an EU Delivery Act".



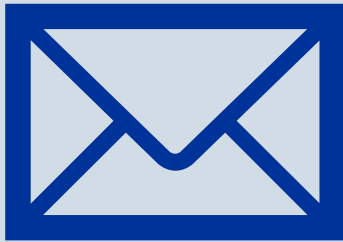
Towards an EU Delivery Act

CWP 10 June 2025

GROW E5

The sector has been confronted with dramatic changes in recent years

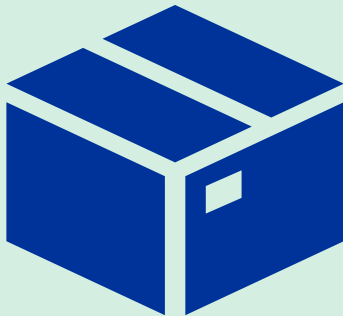
LETTER MARKETS



- **Volumes almost halved** in 10 years (in some MS, **-90%**)
- **Prices have increased significantly** (up by **+70%**)
- **Quality** (speed/reliability) has **also decreased**

- **Impact on cost of universal service** financed by State aid
- **Inconsistent levels of universal service** across the EU

PARCEL MARKETS



- **Volumes have more than doubled** in 10 years; and projected to grow further by 2040
- **E-commerce**, in particular from China, make the lion's share of parcels

- Issues of **level playing field between new operators** (vertically integrated platforms)
- Issues of **cherry picking** with universal service operators
- Issues with **consumer rights**

A EU postal reform could support the Commission's priorities

Simplification

- **Simplify postal rules**, by decreasing regulatory burden and oversight (reporting, notification)
- **Bring more flexibility** to the Member States to adapt to national user needs
- **Level playing field** for e-commerce parcels, between parcel operators, platforms and other new business models

Competitiveness

- **Reduce the financial cost of the universal service** for providers and the Member States
- **Promote the level playing field** for e-commerce parcels, between parcel operators, platforms and other new business models
- Boost the intra-EU e-commerce markets through efficient delivery options

Fair society and social model

- **Ensure delivery services** are available everywhere and affordable
- **Strengthen consumer protection** and clarify receiver rights for e-commerce parcels



The Single Market: our European home market in an uncertain world

A Strategy for making the Single Market simple, seamless and strong – COM(2025)500, 21 May 2025

*Demand for postal services in the EU has been declining for years, while the market for parcel deliveries continues to grow on the back of strong e-commerce. The decline in postal volumes has led to a strong increase in letter delivery costs and to questions about delivery frequencies. As the digitalisation of society and growth of e-commerce are projected to continue, mail and parcel delivery services require attention to ensure a level playing field between market participants, increase price transparency and support consumer rights. A **reform of the EU postal regulatory framework** will focus on delivery as a service and will ensure citizens and businesses can receive deliveries throughout the EU at affordable prices, while promoting fair competition on delivery markets and increasing consumer protection.*



Propose a new EU Delivery Act, to replace the Postal Services Directive and the Regulation on cross-border parcel delivery services (legislative proposal Q4 2026)



Roadmap for EU Delivery Act (Q4 2026)

