

Courier and Express Delivery: Inc Impact of COVID-19 - UK - April 2020

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“The courier and express delivery sector has greatly benefited from the meteoric rise of ecommerce and online retailing. COVID-19 will prompt a sharp acceleration in growth in 2020, as behavioural changes arising from social distancing guidelines boost online shopping activity.”
– **Francesco Salau, B2B Analyst – 29 April 2020**

This report looks at the following areas:

- The impact of COVID-19 on the courier and express delivery market.
- How the market will fare as a result of the COVID-19 induced spike in demand within key supply channels, such as online retailing.
- How intensified competition will continue to put pressure on parcel prices.
- Consumers’ usage of courier and express delivery services and the role of delivery passes/subscriptions.

As Gen Z and Millennials collectively become the largest consumer groups, their usage of online retailing means the market is set to be shaped by their preferences. This will result in further digital integration to facilitate real-time tracking, and the further development of same-day and guaranteed-time delivery options.

COVID-19 will accelerate the growth of the courier and express delivery market. Online retailers have witnessed a sudden spike in demand as a result of social distancing measures and the closure of many physical stores. Courier services have benefitted from the dramatic increase in the volume of parcels that consumers have requested to be delivered to their homes.

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DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

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Table of Contents

Overview

- What you need to know
- Key issues covered in this Report
- Covered in this Report

Executive Summary

- The market
 - Courier services fill the gap and see gains from the COVID-19 outbreak
 - Figure 1: Forecasted value of the UK courier and express delivery market, pre- and post-COVID-19, 2019-24
- Impact of COVID-19 on courier and express delivery services
 - Figure 2: Expected impact of COVID-19 on the courier and express delivery sector, short, medium and long-term, 29 April 2020
- Companies and brands
 - The consumer
 - Courier and express delivery usage
 - Figure 3: Courier and express delivery usage in the past six months, February 2020 (% of respondents)
- Online shopping drivers
 - Figure 4: Most important factors behind ordering online, February 2020 (% of respondents)
- Return service usage
 - Figure 5: Return service usage, February 2020, (% of respondents)
- Delivery pass uptake
 - Figure 6: Delivery pass uptake by product category, February 2020 (% of respondents)
- What we think

The Impact of COVID-19 on Courier and Express Delivery Services

- Short, medium and long-term impact on the industry
 - Figure 7: Expected impact of COVID-19 on the courier and express delivery sector, short, medium and long-term, 29 April 2020
- Opportunities and threats
 - Newly acquired warehouse space could provide a lucrative revenue stream
 - Shift in distribution of food and drink presents opportunities for couriers
 - Opportunity to kick-start smart parcel deliveries
- Impact of COVID-19 on the courier and express delivery market
 - Market to receive bounce in 2020 as delivery becomes the default option
 - Figure 8: Forecasted value of the UK courier and express delivery market, pre- and post-COVID-19, 2019-24
- How the crisis will affect courier and express delivery's key consumer segments
- How a COVID-19 recession will reshape the courier and express delivery sector
- COVID-19: UK context

Issues and Insights

- The COVID-19 shock will lead to rapid short-term growth in the sector

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The facts

The implications

Pressure of competition is lowering prices but adapting operating model is required for it to remain viable

The facts

The implications

The Market – What You Need to Know

The Brexit resolution and past planning shores up consumer spending and sectoral investment

Lower revenues despite growing volume is the result of intense competition

Market to continue riding the ecommerce wave for the foreseeable future

Market Size

Consumer spending holds sector steady as headwinds lift temporarily

Figure 9: UK courier and express delivery market value, 2015-19, (£ billion)

Market Segmentation

International volumes and revenues outpace domestic growth on ecommerce wave

Figure 10: Annual measured parcel volume*, 2014/15 – 2018/19 (millions of parcels)

Figure 11: Annual revenue of national parcel operators*, excluding letters and same day delivery**, 2014/15 – 2018/19 (£ million)

Next-day popularity is growing while cost is declining

Figure 12: Next day and later than next day deliveries as a share of total parcel volume and revenue, 2014/15 – 2018/19 (% of total)

Market Forecast

Increased online shopping to drive record jump in 2020

Figure 13: Forecasted value of the UK courier and express delivery market, pre- and post-COVID-19, 2019-24

Figure 14: Forecasted annual growth in UK courier and express delivery market value, 2020-24

Market Trends

Per parcel revenue declines due to subcontractor competition

Electric vehicle uptake

Market Drivers

Demand for return boosts volumes at retailers' expense

Companies and Brands – What You Need to Know

Sector remains dominated by micro-firms acting as contractors

Green innovation steps up a gear as the 2035 deadline begins to cast its shadow

Industry Structure

Changes in industry structure

Figure 15: Analysis of changes in postal and courier activities, by number of businesses and outlets, 2015-19 (units)

Structure by employment

Figure 16: Analysis of the employment structure of postal and courier activities, by number of outlets, 2018 and 2019 (unit)

Structure by turnover

Figure 17: Analysis of the turnover structure of postal and courier activities, by number of companies, 2018 and 2019 (£000 and unit)

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Company Profiles

DPD Group UK Ltd

Figure 18: Financial analysis of DPD Group UK Ltd, 2014-18 (£ million and %)

Hermes Parcelnet Ltd

Figure 19: Financial analysis of Hermes Parcelnet Ltd, 2015-19 (£ million and %)

TNT UK Ltd

Figure 20: Financial analysis of TNT UK Ltd, 2014-18 (£ million and %)

UPS UK Ltd

Figure 21: Financial analysis of UPS UK Ltd, 2014-18 (£ million and %)

Yodel Delivery Network

Figure 22: Financial analysis of Yodel Delivery Network, 2014-18 (£ million and %)

The Consumer – What You Need to Know

Impact of COVID-19

Courier and Express Delivery Usage

Online Shopping Drivers

Return Service Usage

Delivery Pass Uptake

Courier and Express Delivery Usage

Over-45s lead delivery usage but under-45s more likely to send a parcel

Figure 23: Courier and express delivery usage in the past six months, February 2020

Figure 24: Changes in courier and express delivery usage over the past year, by age group, February 2020 (% of respondents)

Geographical circumstances may limit over-45s' use of faster delivery

Figure 25: Delivery speed of most recent parcel, February 2020 (% of respondents)

Delivery pass model offers retailer a collaborative way to improve the delivery experience

Figure 26: Most important considerations in choosing delivery method, February 2020 (% of respondents)

Online Shopping Drivers

What convenience means differs across generations

Figure 27: Most important factors behind ordering online, February 2020 (% of respondents)

Return Service Usage

Under-45s' preference for returns will underlie future service expectations for retailers

Figure 28: Return service usage, February 2020 (% of respondents)

Figure 29: Method of return, February 2020 (% of respondents)

Delivery Pass Uptake

Amazon dominates pass subscriptions and has paved the way for model's future

Figure 30: Delivery pass uptake by product category, February 2020 (% of respondents)

Figure 31: Delivery pass uptake by product, February 2020 (% of respondents)

Appendix – Data Sources, Abbreviations and Supporting Information

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Abbreviations

Methodology

Further Sources and Contacts

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Trade magazines

Trade events

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