



# Courier & Express Delivery - UK - 2022

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This report looks at the following areas:

- The impact of COVID-19 on the courier and express delivery market.
- Market size, forecast and segmentation of the courier and express delivery market.
- Trends in the courier and express delivery market, including the impact of Brexit on international trade.
- Analysis of the structure of the courier and express delivery market, profiles of key companies and their recent activities.
- Analysis of the use of courier and express delivery services, and how this has changed over the last year.
- Analysis of the speed of deliveries received and satisfaction with delivery services.
- Analysis of key drivers of online shopping and delivery use, and attitudes towards express delivery including trust, perceptions of the value of quicker delivery, and environmental concerns.

As the UK and global economies emerge from the worst of the COVID-19 pandemic, other potential industry complications are starting to appear – particularly in the dynamic volatilities of supply and demand.

Companies are reconfiguring supply chains that are experiencing major disruptions and significant delays in deliveries, while e-commerce demands remain high – albeit growing less rapidly than at the start of the pandemic. The problem has led to more and more companies reducing their dependency on overseas suppliers, gravitating towards local providers and distributed inventories, calling for strengthened local distribution networks and supply chain diversification.

For courier and express delivery providers, these conditions are causing a change in organisational priorities: reliability is becoming the key operational driver. To deliver faster, companies are looking to improve local capacity with critically connected, smaller networks that involve shorter distances.



“Companies who reconfigured their supply chains after experiencing major disruptions and significant delays in deliveries over the pandemic will be best placed to benefit from new purchasing and delivery habits.”

– Lewis Cone, Senior B2B Analyst

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MBD expects to see an increasing number of decentralised hubs with smaller, localised distribution centres.

The challenge for courier and express delivery companies continues to be handling higher parcel volumes. Many are battling to cope with capacity and will need to be careful to avoid ad-hoc investments in their attempts to prevent losing customers.

Some companies will find they do not have the time or resources to build new hubs to cope with capacity issues and MBD predicts that there will be greater merger & acquisition activity with larger companies buying smaller ones as a means to bolster capacity.

Between 2022 and 2026, MBD forecasts the market to rise by a cumulative 21% to £18.5 billion. Within this, the domestic market is expected to rise by 10%, whilst international inbound is forecast to rise by 23% and international outbound by 16%.



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## Table of Contents

### OVERVIEW

- **What you need to know**
- **Key issues covered in this Report**
- **Market context**
- **Products covered in this Report**

### EXECUTIVE SUMMARY

- **The five-year outlook for courier & express delivery**

Figure 1: Five-year outlook for courier & express delivery, 2022-26

- **The market**

- **Market size and forecast**

Figure 2: The UK market size and forecast for the courier and express delivery market, 2016/17 to 2026/27, (£ billion)

- **Market segmentation**

Figure 3: Market forecast of the courier and express delivery market, by product type, 2022/23 to 2026/27, (£ billion)

- **The Consumer**

- **Four-fifths of consumers have recent experience of courier services**

Figure 4: Use of courier and express delivery services in the last six months, 2022

- **Same-day delivery remains a niche option**

Figure 5: Speed of delivery of the last product ordered using a courier or express delivery service, 2022

- **Demand for services continues to grow**

Figure 6: Change in use of courier and express delivery services over the last year, 2022

- **The vast majority of customers are satisfied with delivery services**

Figure 7: Satisfaction with courier and express delivery services, 2022

- **Online convenience is the major driver of demand for delivery services**

Figure 8: Factors affecting consumers' decision to order products for delivery rather than shop in-store, 2022

- **Consumers are increasingly concerned about environmental impacts**

Figure 9: Consumer attitudes towards courier and express delivery services, 2022

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### ISSUES AND INSIGHTS

- **Driver shortages remain a concern**
- **Despite sustainability being a high priority, parts of the industry lobby against ban on new diesel vehicles by 2040**
- **Speed of delivery is the main point of difference between brands, but it can be hard to convince people to pay**

### MARKET SIZE

- **Market growth falls on pandemic peak but remains high**

Figure 10: UK courier and express delivery market size, 2017/18 to 2021/22, (£ billion)

### MARKET SEGMENTATION

- **Increase in domestic deliveries drives revenue growth with international parcel volumes remaining consistent**

Figure 11: UK courier and express delivery market size, by product type, 2017/18 to 2021/22, (£ billion)

Figure 12: Annual measured parcel volume, by product type, 2016/17 to 2020/21, (millions)

- **Market competition continues to drive down domestic unitary prices, although upward pressure begins to show on outbound items**

### MARKET FORECAST

- **The five-year outlook for courier & express delivery**

Figure 13: Five-year outlook for courier & express delivery, 2022-26

- **Pricing pressures remain but raised e-commerce activity will keep demand high**

- **The market is forecast to grow to £18.5 billion by 2026**

Figure 14: Forecast of the courier and express delivery market, 2016/17 to 2026/27, (£ billion)

### THE IMPACT OF THE ECONOMY

- **The conflict in Ukraine will hurt the UK economy**
- **GDP reached pre-pandemic levels in November 2021 ...**
- **... but the post-COVID-19 bounce-back will be followed by a period of slower growth**
- **Employment has held up better than expected**
- **Inflation is the key concern for 2022 for consumers, brands and the economy**

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Interactive Databook

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## MARKET TRENDS

- Rapid acceleration in last-mile deliveries sparks drive for EVs**
- Courier price-per-mile rises above haulier price for the first time in almost a year ...**
- ... as driver shortage leads to delays and rising costs**
- EU import value rises whilst export value declines in post-Brexit environment**

Figure 15: Monthly UK trade in EU goods, by imports and exports, December 2019 – January 2022, (£ billion)

Figure 16: Monthly UK trade in non-EU goods, by imports and exports, December 2019 – January 2022, (£ billion)

## MARKET DRIVERS

- Pandemic-led rise in online shopping begins to diminish but remains above pre-pandemic levels**
- Figure 17: UK online retail sales as a proportion of total retail sales, 2019–21, (% of all UK retail sales)
- Figure 18: Online retail sales, year-on-year growth and online sales as a proportion of retail, by category, January 2022, (%)
- Ofcom tightens regulations for delivery companies**

## INDUSTRY DEVELOPMENT

- The number of outlets and businesses operating in the postal and courier activity industries continues to rise significantly**
- Structure by number of outlets and businesses**

Figure 19: Analysis of the changes in the structure of the postal and courier services industry, 2017–21 (number of outlets and businesses)

- Structure by employment**

Figure 20: Analysis of the employment structure of the postal and courier activities industry, 2020 and 2021, (number of employees and outlets)

- Structure by turnover**

Figure 21: Analysis of the financial structure of the postal and courier activities industry, 2020 and 2021 (£000 and number of businesses)

## COMPETITIVE STRATEGIES

- Whistl becomes a Customs Clearance Agent, opens new depot, and offers Yodel two-hour delivery option**
- Yodel unveils new sorting system**
- DPD UK adopts what3words for precise parcel deliveries**

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Infographic Overview

Powerpoint Presentation

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- ArrowXL integrates with Parcelhub to expand options for SMEs

## COMPANY PROFILES

- **DPD UK**
- **Recent company activity**
- **Financial activity**

Figure 22: Financial analysis of DPD Group UK Ltd, 2016\*-20\*\*, (£ million and %)

- **Evri (formerly known as Hermes UK)**
- **Recent company activity**
- **Financial information**

Figure 23: Financial analysis of Evri (formerly known as Hermes UK), 2017-21, (£ million and %)

- **Royal Mail**
- **Recent company activity**
- **Financial information**

Figure 24: Financial analysis of Royal Mail Group Ltd, 2017-21, (£ million and %)

- **UPS UK**
- **Recent company activity**
- **Financial information**

Figure 25: Financial analysis of UPS UK Ltd, 2016-20, (£ million and %)

- **Yodel Delivery Network**
- **Recent company activity**
- **Financial information**

Figure 26: Financial analysis of Yodel Delivery Network Ltd, 2016-20, (£ million and %)

## USE OF COURIER AND EXPRESS DELIVERY SERVICES

- **Four-fifths of consumers have recent experience of courier services**

Figure 27: Use of courier and express delivery services in the last six months, 2022

- **Higher earners more likely use couriers and express delivery to receive goods**

Figure 28: Use of courier and express delivery services to receive a parcel in the last six months, by annual household income, 2022

## SPEED OF DELIVERY

- **Same-day delivery remains a niche option ...**

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

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Figure 29: Speed of delivery of the last product ordered using a courier or express delivery service, 2022

- ... but is much more common in London and other urban centres ...
- Figure 30: Speed of delivery of the last product ordered using a courier or express delivery service, by home location, 2022
- ... and the rise in home working has provided a growing customer niche

### CHANGES IN FREQUENCY OF USE

- Demand for services continues to grow

Figure 31: Change in use of courier and express delivery services over the last year, 2022

- Younger groups are driving growth in B2C deliveries

Figure 32: Change in use of courier and express delivery services over the last year, by age, 2022

### SATISFACTION WITH COURIER AND EXPRESS DELIVERY

- The vast majority of customers are satisfied with delivery services

Figure 33: Satisfaction with courier and express delivery services, 2022

- Speed of delivery is a key point of difference

Figure 34: Satisfaction with courier and express delivery services, by speed of delivery of the last product ordered using a courier or express delivery service, 2022

### REASONS TO CHOOSE DELIVERY OVER IN-STORE SHOPPING

- Online convenience is the major driver of demand for delivery services

Figure 35: Factors affecting consumers' decision to order products for delivery rather than shop in-store, 2022

- COVID-19 continues to be a factor for some

### ATTITUDES TOWARDS COURIER AND EXPRESS DELIVERY

- Consumers are increasingly concerned about environmental impacts

Figure 36: Consumer attitudes towards courier and express delivery services, 2022

- Under-35s are the key market for premium, quicker deliveries

### What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

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Figure 37: Agreement with the statement "I think it's worth paying extra for quicker courier/express delivery", by age, 2022

- **Negative experiences have a significant, but not destructive impact on satisfaction and trust**

Figure 38: Response to the statement "I trust courier/express parcel delivery service providers to deliver packages securely", by response to the statement "I have experienced lost/damaged packages using a courier/express parcel delivery service", 2022

### APPENDIX – DATA SOURCES, ABBREVIATIONS AND SUPPORTING INFORMATION

- **Abbreviations**
- **Methodology**

### APPENDIX – FORECAST METHODOLOGY

- **Market forecast and prediction intervals**

- **Total market**

Figure 39: The UK market size and forecast for courier and express delivery, 2016/17 to 2026/27, (£ billion and %)

- **Domestic**

Figure 40: The UK market size and forecast for domestic courier and express delivery, 2016/17 to 2026/27, (£ billion and %)

- **International Inbound**

Figure 41: The UK market size and forecast for international inbound courier and express delivery, 2016/17 to 2026/27, (£ billion and %)

- **International Outbound**

Figure 42: The UK market size and forecast for international outbound courier and express delivery market, 2016/17 to 2026/27, (£ billion and %)

- **Market drivers and assumptions**

Figure 43: Key drivers affecting Mintel's market forecast, 2020-26 (% change)

- **Forecast methodology**

### FURTHER SOURCES AND CONTACTS

- **Trade associations**
- **Trade magazines**
- **Trade events**

### What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

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