



EUROPEAN
REGULATORS GROUP
FOR POSTAL SERVICES

OPEN ERGP WORKSHOP

ON THE USERS AWARENESS OF ENVIRONMENTAL SUSTAINABILITY

23rd November 2023
BUCHAREST

Key themes

- The ERGP open workshop is an opportunity for the ERGP to engage with stakeholders and to have an **exchange of views with stakeholders on environmental sustainability**.
- The green transition of the postal sector depends on **broad involvement of all players** driving the change in the industry.
- As **users' environmental expectations are evolving** over time, the environmental performance is becoming an important aspect in reducing the ecological footprint.
- **Asymmetric information** in the delivery value chain can lead users to make suboptimal decisions regarding environmental sustainability.
- Postal users may value sustainability highly, the **willingness to pay** can remain a bottleneck.
- **Regulatory questions** emerge on how to inform users about the environmental impact of the delivery, impact of returns and/or environmentally friendly delivery options with the **objective to raise the users' awareness** related environmental sustainability.

Practical Details

- **Date:** 23rd November 2023
- **Location:** Radisson Blu Hotel, Calea Victoriei 63-81, Bucharest
- **Organisation:** ERGP
- **Time:** 12.30 - 17.00 (EET)

- **Attendees:** CEO and Senior executive experts of Postal, Delivery and E-Commerce Companies, Heads and Senior Executives of the Regulatory Bodies, Executive and Board Members of the European Commission, International Organisations, Consumer Associations, Trade Unions and other Stakeholders.

- **Key words:** Green Deal, environmental sustainability, ecological footprint, users' awareness, green transition

Open Workshop Agenda



12:30 - 14:00 **Registration and networking lunch**

14:00 - 14:20 **Opening remarks**

- **Valeriu Ștefan Zgonea**, President ANCOM (Romania)
- **Petros Galides**, ERGP Chair, Deputy Commissioner OCECPR (Cyprus)

14:20 - 14:35 **ERGP views on environmental sustainability**

- **Diana Egri**, Co-chair ERGP Sustainability Working Group (NMHH)
- **Dirk Appelmans**, Co-chair ERGP Sustainability Working Group (BIPT)

14:35 - 15:50 **Presentations**

Moderator: **Spyros Pantelis**, ERGP Outgoing Chair, Vice President EETT (Greece)

- **Peter Dunn**, Director of International Relations Cullen International
- **Els Bruggeman**, Head Policy and Enforcement Euroconsumers
- **Elisabeth della Faille** Innovation Project Manager Smartdrop, Comeos
- **Raluca Popa**, Deputy CFO Sameday
- **Stefan Tichacek**, Head of Unit Wiener Lokalbahnen

Open Workshop Agenda



15:50 - 16:20 **Coffee break**

16:20 - 16:50 **Panel Discussion and Open Debate**

16:50 - 17:00 **Closing remarks**

Dan Sjöblom, Incoming ERGP Chair 2024, Director General PTS (Sweden)