



Correos receives a “World Post & Parcel Award” for its smart mailbox project for rural areas

- Correos’ smart mailboxes equipped with IoT sensors to improve the efficiency of postal operations in rural areas have won the award for “Best Technology Solution”
- The “World Post & Parcel Awards” are considered the Oscars of the global postal and logistics sector and recognize excellence and the most outstanding proposals made during the previous year.

Madrid, 20th June, 2024.- Correos has achieved **one of the highest awards in the sector at the “World Post & Parcel Awards 2024”**, specifically, in the category of **“Best technology solution”**, sponsored by Zonos for the implementation of a pilot project testing **smart mailboxes** that incorporate **“Internet of Things” (IoT) technology** and that are connected via satellite to improve the operational management of shipments in the most remote rural areas. Given its innovative nature, this project was also shortlisted as a finalist in the “Best Innovation Strategy” category.

Smart mailboxes have been designed to modernize and **improve the efficiency of postal operations in rural areas of Spain**. Each smart mailbox is equipped with IoT sensors that detect the presence of mail in it, thanks to its connectivity with low orbit satellites. These devices allow sending real-time alerts when shipments are placed in mailboxes, as well as monitoring the collection process by delivery employees and recording possible incidents or acts of vandalism that the mailboxes may suffer thanks to vibration sensors.

This way, operational units receive alerts only when mailboxes contain shipments to be picked up, allowing them to reduce unnecessary trips to check inside the mailboxes, with the certainty of not finding them empty. This technology was first implemented in October 2022, in a pilot that lasted until early 2024, which demonstrated how this system contributes to operational efficiency.

During the pilot carried out, trips for pick-up to mailboxes were reduced by 60%, with 91 days of unnecessary trips avoided. The results of the pilot were very positive, since the efficiency of the routes and the use of time by employees were optimized, achieving reductions in costs and in the carbon footprint associated with trips to collect items in mailboxes





The “**World Post & Parcel Awards**” are considered the **Oscars Awards of the global postal and logistics sector**, recognizing excellence, leadership and the most outstanding proposals made by postal and logistics companies during the previous year. The winners were announced yesterday within the framework of the “**World Mail & Express Conference (WMX Europe)**” held in Madrid. The award to Correos was collected by **José Miguel Aoiz**, Deputy Director of IT Development at Correos.

Once again Correos is grateful for this important international award, which highlights the company's commitment to its customers and to new technologies in order to offer an innovative, sustainable and quality service.

About Correos:

Correos was born more than 300 years ago and, after continuous adaptation to the market, today it is the leading logistics and parcel operator in Spain. The company's current strategy is focused on internationalization, sustainability and digital transformation to respond to the demands of society. The company provides services to citizens through its network of 2,388 offices and its nearly 6,000 rural services, distributing 5.5 million daily shipments. The Correos Group, which has more than 48,000 professionals, has 2 subsidiaries: Correos Express dedicated to national and international express parcels, and Correos Telecom, in charge of the management and marketing of telecommunications infrastructures. Belonging to the SEPI Group, it is part of a business holding company that includes a total of 14 public state companies.

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