



CATEGORIES & CRITERIA

The World Post & Parcel Awards categories and criteria are designed to recognise the challenges and initiatives of the global post and parcel industry. Below you will find all the categories and questions featured on the entry form, as well as the criteria that judges will be scoring against.

We understand that projects may be applicable across multiple categories. However, to ensure that the entries remain focused and relevant, you are only eligible to enter the same initiative under two categories.

KEY DATES

Industry Leadership Award Nomination Launch

18th December 2025

Awards Entry Launch

18th December 2025

Industry Leadership Award Nomination Deadline

30th January 2026

Awards Entry Deadline

4th March 2026

Awards Winners Announcement

TBC

KEY CONTACTS

For any questions about your entry or the judging process please get in touch with the Awards team at: events@triangle.eu.com

INDUSTRY LEADERSHIP

Recognising the individual who has shown exemplary leadership in advancing the mail, parcels or express industry.

This special Award category recognises the exemplary leadership of an individual in advancing the mail, parcels or express industry. Accomplishments honoured are likely to reflect significant innovation and/or to recognise a long and sustained record of success in fulfilling an organisation's mission and in meeting profit targets.

These achievements may have been established over a period of time, not necessarily during the preceding year. Nominees must be individuals living at the time they are nominated.

Questions

Part one

- Basic information about you and your entry

Part two

1. What have been this individual's greatest achievements throughout their career? (300 words)
2. Use this space to provide a testimonial from a key business stakeholder. (100 words)
3. If possible, please provide an up-to-date CV of the individual

Judging Criteria

- The individual nominated must be at a level of seniority synonymous with this accolade
- The testimonial provided comprehensively endorses the nominee as a leader in the organisation and as the key figure in the industry as a whole
- The industry has clearly benefited from this persons' leadership
- The entry demonstrated clear examples of success as a result of strong leadership

BEST ALTERNATIVE DELIVERY SOLUTION

Rewarding the organisation that can demonstrate the most customer centric approach to managing alternative delivery solutions.

Today's consumer, particularly the e-commerce purchaser, are more demanding than ever before. Delivery is becoming increasingly personalised with customers able to dictate when, where and how their packages are delivered.

This award focuses on that alternative delivery process and is aimed at organisations who have re-defined the delivery process for their customers, such as PUDO networks, drone deliveries, crowd sourcing, parcel lockers, etc.

Judges will be looking for organisations that can demonstrate a highly customer centric approach and the extent to which the project brought a tangible benefit to the organisation and the wider community.

Questions

Part one

- Basic information about you and your entry

Part two

1. Provide an example of how the project or initiative brought a tangible benefit to the organisation and the wider community/environment etc.

Part three

2. Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)
3. You can use this space to go into more detail on the campaign in question. Please provide as much evidence of success as possible and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations, artwork etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Determine if the organisation can demonstrate a highly customer-centric approach
- Determine the extent of which the project or initiative brought a tangible benefit to the organisation and the wider community.

Describes any challenges that occurred and gives examples of how those challenges were overcome

BEST INNOVATION STRATEGY

Recognising the organisation that has introduced a significant new innovation to the sector that demonstrates quantifiable benefits to its customers.

Innovation for the purposes of this Award category is defined as the “successful introduction by an organisation of a significant development that is new not just to that organisation, but to the mail, parcels and express sector; and that offers customers quantifiable benefits”.

Innovation of this nature could include new products and services, or new and imaginative ways of working with customers and other industry stakeholders. The innovation could also make existing services significantly easier to use or access as well as innovations leading to cost reductions.

Questions

Part one

- Basic information about you and your entry

Part two

1. Provide a brief overview of the project or initiative, including the reasons it was embarked upon and specific timelines. (150 words)
2. Provide specific evidence for: (200 words)
 - a. Why the innovation was needed
 - b. The breadth of the innovation (i.e quantity of customers)
 - c. The impact of the innovation

Part three

3. Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)
4. You can use this space to go into more detail on the initiative in question. Please provide as much evidence of success as possible and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Demonstrate genuine newness within the sector and its potential transferability
- Evidence through metrics demonstrating that long term financial benefits are being realised.
- Describes any challenges that occurred and gives examples of how those challenges were overcome
- Provides tangible examples of success and positive business impact which is supported by evidence

BEST TECHNOLOGY SOLUTION

Rewarding the organisation that can demonstrate how the implementation of technology has brought quantifiable benefits to its relevant stakeholders.

The successful application of technology can become a significant feature in gaining a competitive advantage. This Award will be made to the organisation that can demonstrate how technology has brought quantifiable benefits, derived, for example, from some mix of improved service quality, cost reduction or enhanced product features.

The judges will be interested in the application of technology in such areas as:

- Customer interface systems.
- Pick up, processing and delivery.
- Transportation.
- Materials handling.
- Process automation.
- Back office and management information systems.

Questions

Part one

- Basic information about you and your entry

Part two

1. Provide a brief overview of the project or initiative, including the reasons it was embarked upon and specific timelines. (150 words)
2. Provide specific evidence for how the technology has brought quantifiable benefits to areas such as service quality, cost reduction or enhanced product features. (200 words)

Part three

3. Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)
4. You can use this space to go into more detail on the initiative in question. Please provide as much evidence of success as possible and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Provides data that demonstrates quantifiable benefits achieved by the technological application
- Describes any challenges that occurred and gives examples of how those challenges were overcome
- Provides tangible examples of success and positive business impact which is supported by evidence

COMMITMENT TO SUSTAINABILITY

Recognising the organisation that is leading by example through the environmental impacts of their business.

Sustainability continues to be a topic that holds huge importance and is at a point where it is essential for businesses (big and small) to take action in implementing sustainable solutions in goal to meet net zero.

However, the term sustainability is broad and complex which creates challenges for companies to determine where to start and how to turn ideas into actionable plans ensuring a greener future in logistics. The successful application will be recognising the organisation that is leading by example through the environmental impacts of their business.

Questions

Part one

- Basic information about you and your entry

Part two

5. Provide a brief overview of the project or initiative, including the reasons it was embarked upon and specific timelines. (150 words)
6. Provide specific evidence for why the commitment was needed, the breadth of sustainability (i.e. it's impacts (200 words)

Part three

7. Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)
8. You can use this space to go into more detail on the initiative in question. Please provide as much evidence of success as possible and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Demonstrates that the material has an impact on the sustainability areas it affects
- The idea impresses and does not seem a copied project
- Shows company leaders are committed and program is embedded

STARTUP OF THE YEAR AWARD

Rewarding the startup that can demonstrate the most innovative product or solution with the greatest potential to disrupt the post and parcel industry.

The post and parcel industry faces constant change and evolution. New technologies like automation, robotics, artificial intelligence, blockchain and others are set to disrupt the delivery landscape at an unprecedented scale.

This unique category looks to reward the newest and most innovative players to the logistics and postal industries and whose products have the potential to change the way we do business forever.

Judges will be looking for organisations **incorporated within the last 5 years** and will reward the organisation that can demonstrate the most exciting innovations in the context of the value they deliver and the potential impact they will make.

Questions

Part one

- Basic information about you and your entry

Part two

1. Provide a brief overview of your product/solution, including the reasons it was created and specific timelines. (150 words)

Part three

2. Use this space to provide a testimonial from a key business stakeholder, or a case study of your solution in action with a relevant partner or any results from a pilot study. (300 words)
3. You can use this space to go into more detail on the product or solution in question. Please indicate its unique selling points, how it will disrupt the industry and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations, artwork etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Demonstrates how solution identified and addressed a currently unmet customer need
- Demonstrates a unique value proposition that provides a strong cost-benefit ratio, business model and market entry strategy
- Clearly identifies the potential for impact on the industry, the environment or wider society

Describes any challenges that occurred and gives examples of how those challenges were overcome

POSTAL EVOLUTION

Rewarding the postal organisation that has continued to stay relevant and generate revenue in an era of mail decline.

It's no secret that the COVID-19 pandemic ignited a 'boom' in e-commerce volumes, which forced companies to change the way operations ran in every aspect of the supply chain. However, we are seeing a decline in e-commerce volumes due to the pressures of inflation and changes within the global market.

The successful application will be the postal organisation that has continued to stay relevant and generate revenue in an era of mail decline, as well as respond to challenges and global market changes successfully.

Questions

Part one

- Basic information about you and your entry

Part two

- Provide a brief overview of the project or initiative, including the reasons it was embarked upon and specific timelines. (150 words)
- Provide specific examples (200 words)

Part three

- Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Demonstrates that the postal organisation has continued to stay relevant
- Demonstrates that the postal organisation can generate revenue in an era of mail decline
- Demonstrates that the postal organisation can respond to challenges and global market changes successfully

POSTAL OPERATOR OF THE YEAR

Celebrating the postal organisation that can demonstrate dedication, inspiring leadership, best practice, and/or that has made a significant improvement in customer service over the past year.

Throughout history Postal Operators have always adapted and shown great resilience to unforeseen obstacles within the industry. However, over the past three years, significant occurrences such the Covid-19 pandemic and the enormous strides in technological advancements have caused great uncertainties placing pressures and challenges on the Postal Industry.

There is a need for Posts to shift to a more modern focus continuing transformation plans and creating new strategies to survive the everchanging landscapes at a fast rate. The successful application will be the postal organisation that can demonstrate dedication, inspiring leadership, best practice, and/or that has made a significant improvement in customer service over the past year.

Questions

Part one

- Basic information about you and your entry

Part two

- Provide a brief overview of postal operator and why you have chosen to nominate them. (150 words)
- Provide specific examples (200 words)

Part three

- Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Demonstrates dedication, inspiring leadership or best practice in the postal industry
- Demonstrates that the postal operator has made a significant improvement in customer service over the past year and can adapt to change.

PHILATELIC CAMPAIGN OF THE YEAR

Rewarding the postal organisation that can demonstrate the most value delivered from their philatelic campaign in the past year.

While traditional mail volumes may be receding in a digital world, postage stamps have been connecting people by physical messages for nearly 200 years. Far from being simply facilitators of communication, stamps have also been a means of promoting national values through domestic achievements, significant events and people.

This category celebrates the vibrancy and continued importance of philately worldwide and will be awarded to the postal organisation that can demonstrate tangible value from their philatelic campaigns over the past year.

Judges will be looking for technological innovations, customer or national engagement or even revenue as indicators of a successful campaign.

Questions

Part one

- Basic information about you and your entry

Part two

1. Provide a brief overview of the campaign or initiative, including the reasons it was embarked upon and specific timelines. (150 words)
2. Provide specific evidence for how the campaign brought quantifiable benefits to your organisation through areas such as: (200 words)
 - a. Customer engagement
 - b. Technological innovation
 - c. Revenue generation

Part three

3. Use this space to provide a testimonial from a key business stakeholder, where possible. (100 words)
4. You can use this space to go into more detail on the campaign in question. Please provide as much evidence of success as possible and where relevant provide information on the specific challenges/demands. (750 words)

Part four

- Supporting documents (these can include third-party endorsements, analyst reports, other accreditations, artwork etc. Please limit these to 5 slides / pages of A4)

Judging Criteria

- Provides data that demonstrates quantifiable benefits achieved by the campaign
- Describes any challenges that occurred and gives examples of how those challenges were overcome
- Provides tangible examples of success and positive business impact which is supported by evidence

ELIGIBILITY & TERMS

1. The World Post & Parcel Awards recognise best practice in the global mail and express industry. They are open to application by national and private postal operators, systems integrators, couriers, delivery companies, mail houses, technology & solutions providers and domestic carriers.
2. Entries may be submitted by the organisation itself, their marketing department or any other third party organisation including PR agencies and service/solution providers. It will be the name of the entry organisation and their submitted project, person or business that will be noted on the short list, winner's announcement, trophies and any printed or online material.
3. Criteria within each category are designed to recognise projects or initiatives completed within specific time frames. Unless stated otherwise, as a guideline we ask companies to focus on submitting projects and initiatives that have been undertaken in the past year. We do however recognise that some may have started earlier than this and are yet to be completed and therefore we can be flexible with this rule. The entrant must demonstrate that the evidence provided in support of the entry is during the above mentioned time frames.
4. Confidentiality within the entry and judging system is considered the most important feature of the awards programme. Triangle Management Services (the Awards organisers) guarantee the security and confidentiality of the information provided within the entry. Only the World Post & Parcel Awards management team and judges are permitted to view the entries and information.
5. Categories are available for sponsorship and are considered event partners. Any companies associated with the event or category partnership have no influence over entries, short listing, judging or winners.
6. We understand that projects may be applicable across multiple categories. However, to ensure that the entries remain focused and relevant, you are only eligible to enter the same initiative under two categories.