

About AICES

AICES is the UK trade association for the international express parcels sector. Express operators provide fast, time-definite door-to-door movement of international shipments which are tracked and controlled throughout the journey.

Our members import and export over 250 million international shipments to and from the UK each year. These consignments range from legal documents and spare-parts, to pharmaceuticals and medical equipment, to e-commerce goods. Express operators were designated key worker status during the Covid 19 pandemic, working throughout the crisis to bring in large volumes of coronavirus testing kits, PPE and vaccines, as well as connecting vulnerable people relying on home delivery for medicines and other supplies. Our model relies on picking up consignments throughout the day, then moving them by road to hubs so they can be shipped overnight to their destination by road or air dependent on the final destination and customer delivery requirements.

Our members include, DHL, DPD, Evri, FedEx, and UPS in addition to our SME membership.

Consultation Response

- AICES has serious concerns about the continuous extension of Ofcom's information gathering requests, without having sufficiently applied a proportionality test and requesting information that is beyond its regulatory scope.
- This decision to expand the range of information requests for our sector was made without any consultation or update to the 2005 Statement of General Policy despite a consultation which AICES responded to in 2015. We believe Ofcom should explain why it has not adhered to its own regulatory processes and not updated the Statement following the 2015 consultation where AICES members raised concerns regarding unnecessary regulatory burden.
- The new information gathering policy should more strongly emphasise the importance of an unfettered proportionality test, and further information should not be requested from express carriers without reasonable justification and proper assessment of administrative and cost impact.
- AICES requests that Ofcom outlines how it intends to implement the statutory growth duty introduced in law in April 2024 in relation to its monitoring of the postal sector.
- AICES requests that the information registry provide a forward look to members with regards to the timing and detail of information requests, in order to gather and consider feedback on how onerous requests will be and to make adjustments accordingly.
- It is imperative that members are always issued with draft notices, in order to assess how onerous the request is and to enable feedback on timings and content of the notices to avoid unnecessary burden.
- The information members are sharing with Ofcom as part of statutory information requests is highly commercially sensitive and must be treated with the strictest confidentiality.