

**Question for written answer E-007591/2015  
to the Commission**  
Rule 130  
**Olga Sehnalová (S&D)**

Subject: Action to improve parcel delivery in the internal market

One of the 16 Commission-identified actions to create a digital single market is more efficient and affordable parcel delivery. With this in mind, the Commission is planning to roll out measures to improve price transparency and enhance the regulatory oversight of parcel delivery in the next year.

The European Parliament also holds up the integrated parcel delivery market as one of the most important prerequisites for the growth of e-commerce. On 4 February 2014, it adopted a resolution singling out European delivery services as one of the pillars of the digital single market.

In that resolution, the European Parliament also highlighted some of the specific challenges integral to parcel delivery that needed to be addressed. It called on the Commission to explore the possibilities of creating a Pan-European Trustmark for e-Commerce, and whether such a Trustmark could also contribute to ensuring quality and reliability for integrated delivery services, thus ensuring consumer confidence in cross-border e-commerce.

Is the Commission analysing the creation of such a trustmark, and when and how will it present the results of this analysis?

In the resolution, MEPs also observed that in order to establish an integrated parcel delivery market, it was important to have a stable social dimension, where delivery services are subject to compliance with labour rights, terms of employment and remuneration and social and environmental standards.

Does this challenge have the Commission's backing, and what specific steps are being considered to meet it?