

THE KINGDOM OF BELGIUM
FEDERAL PUBLIC SERVICE STRATEGY AND SUPPORT
xxx. - Ministerial Order amending the Ministerial Order of 20 April 2007 regulating individual mailboxes
The Minister for Postal Services,
Having regard to the Law of 26 January 2018 on postal services, Article 3, § 1(9), and Article 16, § 1(1)(3), as amended by the Law of 21 February 2024;
Having regard to the Ministerial Order of 20 April 2007 regulating individual mailboxes;
Having regard to the proposal of the Belgian Postal Services and Telecommunications Institute of 27 March 2024;
Whereas, as a result of the COVID-19 pandemic, citizens have developed new consumption habits through massive use of e-commerce and, as the OECD states in its report of 7 October 2020 'E-commerce in the time of COVID-19', these habits will endure;
Whereas users of postal services indicate a preference for the distribution of their parcels at home, as indicated in a study by the Institute published on its website on 12 March 2021;
Whereas, with the considerable rise of e-commerce, the use of individual parcel boxes is increasing;
Whereas the installation of particular parcel boxes should be encouraged so as to limit the failures of initial delivery attempts and their negative impact on the environment;
Whereas, in order to ensure the efficiency of postal services, it is important to lay down standards concerning, in particular, the accessibility, dimensions and identification of individual parcel boxes;
Having regard to the round tables on this issue organised by the Institute from December 2018 to January 2019;
Whereas the participants in the round tables, including several postal operators, various manufacturers of mailboxes and parcel boxes, representatives of the Regions, the Chamber of Architects and the Postal Mediation Service, etc., wanted to identify and solve the distribution problems caused by individual parcel boxes that are inconvenient or inefficiently placed;
Whereas this Order is the result of the round tables and of the consultation organised by the Belgian Postal Services and Telecommunications Institute from 21/02/2022 to 21/03/2022 concerning the introduction in the postal regulations of a provision on the distribution of postal parcels to dwellings with an individual parcel box;
Having regard to the Communication to the European Commission dated... (date), pursuant to Article 5(1) Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September 2015 laying down a procedure for the provision of information in the field of technical regulations and rules on information society services;
Having regard to Opinion xxxxx/x of the Council of State, given on [DATE], pursuant to

Article 84, § 1(2), of the laws on the Council of State, consolidated on 12 January 1973;
HEREBY DECREES:
Article 1. The title of the Ministerial Order of 20 April 2007 regulating individual mailboxes is replaced by the following:
'Ministerial Order of 20 April 2007 regulating individual mailboxes and individual parcel boxes'.
Article 2. The title of TITLE I of the same order is supplemented by the words 'and parcel boxes'.
Article 3. In Article 1, § 6 of this Order, in the first indent, the words 'apartment building' are replaced by the word 'building'.
Article 4. The following amendments are made to Article 2 of the same Order:
1. in paragraph 1(2), the words 'apartment building' are replaced by the word 'building';
2. in paragraph 2, the sentence 'The order number, preceded by the word "Box" shall be reproduced in the postal address immediately after the house number.' is deleted.
Article 5. In the same Order, Article 4/1 is inserted, which reads as follows:
" Article 4/1 § 1. Mailboxes shall bear the indication that a parcel box is available if this is the case.
§ 2. Parcel boxes that act as mailboxes shall be placed at the edge of the public road.
Paragraph 1 shall not apply:
1. in the case of persons with disabilities whose disability is recognised by the competent public service and which results from reduced mobility;
2. in the case of a house number comprising at least four mailboxes.
§ 3. Parcel boxes shall be sized in such a way that packages of at least 33 cm by 21 cm by 12 cm can fit inside. The upper edge of the opening of the parcel boxes shall be located at a maximum height of 140 cm from the place where one needs to stand to access it.
§ 4. If the parcel box also acts as a mailbox, its opening must allow consignments of the dimensions specified in Article 1, § 3, to be delivered.
§ 5. Parcel boxes that do not also act as mailboxes shall be placed between the public road and the main point of access to the building.
§ 6. Parcel boxes shall be visible without postal service providers having to look for them.
§ 7. Access to parcel boxes and their opening shall be free, easy and without danger for the distributor.
§ 8. In cases where the house number is not legible from the location of the parcel box, the house number shall be clearly legible on or near the parcel box.

§ 9. In cases where a house number has more than one mailbox, each parcel box shall bear the same box number as the corresponding mailbox.
§ 10. Individual parcel boxes shall be made in such a way that unauthorised persons cannot take the contents of the boxes.
Brussels, on ...
Petra DE SUTTER