



PostEurop's 20th Anniversary Brought the Postal Community Closer



As we approach the year-end of 2013 - PostEurop's 20th Anniversary is also coming to an end. The most important moments were captured at the Plenary Assembly held in Brussels last September.

It was a unique occasion for bringing the wider community together in remembrance of a journey that started only 20 years ago. A series of activities took place at this special event starting with PostEurop's CEO Forum followed by a formal

evening filled with surprises and finally a successful Plenary Assembly.

Postal Operators to Help Boost E-Commerce Growth

At the CEO Forum, more than forty top postal executives in Brussels gathered to welcome Mr. Michel Barnier, European Commissioner for Internal Market & Services as keynote speaker at this special event. In his speech, the Commissioner stressed the importance of e-commerce for the growth of the EU economy and its relevance for postal and delivery operators. Barnier also drew on the activities around the Commission's Green Paper on e-commerce and parcel delivery which PostEurop participated in. Its main objective was to overcome the barriers and allow e-commerce to fully evolve. The conclusions from the public consultations were published in October 2013 and a roadmap on the completion of the single market for parcel delivery will be published in December 2013.

> Continued on page 3



"I applaud the postal sector's contribution as interlocutor to the European debate, inspiring your teams to help improve daily the services provided to European enterprises and citizens."

Michel Barnier

European Commissioner for Internal Market & Service

SAVE THE DATE

PostEurop Plenary Assembly in San Marino will be held on 24 & 25 September 2014.

For more information please contact administration@posteurop.org



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UPCOMING MEETINGS



- **23 JAN** - Leonardo da Vinci - Stress Management Project Kick-Off Meeting, Brussels, Belgium
- **23 JAN** - Stamps and Philately Working Group meeting, Brussels, Belgium
- **18-20 MAR** - 17th Annual European Post & Parcel Services, London, UK
- **14 MAY** - PostEurop Postal Directive Working Group meeting, Brussels, Belgium
- **15 MAY** - PostEurop European Union Affairs Committee Plenary, Brussels, Belgium

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From the Editor



Dear Members
and Colleagues,

Thank you for
all the positive
feedback received
from Members who

participated at the 20th Anniversary Plenary. In this issue we would like to share with our readers some highlights from the CEO Forum, Plenary Assembly and 20th Anniversary dinner. It was indeed a memorable event for all those who attended. The achievements and foundation built is a work of an entire community.

The event was also a great opportunity for us to get to know the people behind Postcrossing as we collaborated together to bring our Postcards exhibition to life. Hence, you will find a special feature dedicated to postcrossing and postcards in this issue. Working on this piece has taken me down memory lane and reminds me of the joy I felt as a child when I received a postcard from a new friend in a different country. It gave me a glimpse of the outside world and prompted my curiosity. Hence, I'm happy that we can continue this tradition with a modern twist and even pass it on to the new generation.

With that, we hope that you enjoy this long year-end issue and look forward to your feedback and further contribution.

**Here is wishing all our readers
a Merry Christmas and a
Happy New Year 2014.**

Cynthia Wee

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News in Brief

- **LP EXPRESS 24 Terminals will be used for delivery of incoming international item.** Lithuanian residents can pick up their items from the self-service parcel terminals LP EXPRESS 24. "The number of goods ordered from various foreign online shops is growing; therefore, quality and speedy delivery gains more importance. Considering our customer's needs and expectations, we have introduced a new service enabling to receive items from foreign countries in the LP EXPRESS 24 terminals operational all day round," said Domas Sabaitis, director of Baltic Post.
- **DHL has won the eyefortransport European 3PL Awards 2013 in three out of ten different categories.** According to a vote of European third-party logistics customers DHL was chosen best logistics service provider for the industry sectors Automotive, Hi-Tech & Electronics as well as Pharma/ Life Sciences/ Healthcare. The awards were handed over at a reception ceremony during the 11th European 3PL Summit hosted November 12-14 in Amsterdam.
- **P&TLuxembourg becomes POST Luxembourg.** "The new brand reflects the company's ethos and the commitment to its customers. Our vocation and know-how are made available to private customers and businesses by offering flexible and innovative communication solutions, while displaying a spirit of responsibility and respect to all. We therefore wish to build a brand which symbolises this special relationship" said Claude Strasser, CEO



- **CTT Correios recognized as the green mobility leader of the year.** For the third year in a row, CTT Correios was one of the 100 Portuguese companies and entities in Lisbon to join the latest EU-promoted European Mobility Week, held across Europe between 16-22 September 2013, aimed at promoting more sustainable mobility solutions and behaviors. CTT was one of its more active participants, engaging on a wide range of initiatives to celebrate the date.
- **Following a cooperation agreement signed with the Armenian government's State Revenue Committee (SRC) last July,** HayPost, the public postal service in Armenia, has installed a number of new self-service terminals in over 30 post offices and made government-related services more widely available to customers.
- **Croatian Post proactively finds ways of increasing the number and quality of services for its users,** by using modern technologies. Croatian Post launched a technologically advanced digital television service, based on terrestrial digital video broadcasting – evotv.

> Continued from frontpage



On behalf of CEOs across Europe, Johnny Thijs, CEO of bpost, welcomed the comprehensive and compelling actions taken by the Commission to promote e-commerce in Europe. He reinforced that postal operators understand that the e-commerce market represents a great business opportunity and see themselves as solution providers for a young and dynamic market.



A CEO panel discussion focussed on e-commerce strategies in Central and Eastern Europe featured Poczta Polska, Österreichische Post, Russian Post and Eesti Post also gave participants more business insights into the topic.



Co-operation with IPC

A memorandum of understanding was also signed between IPC and PostEurop, to further develop the co-operation between the two organisations on e-commerce based on IPC's e-Commerce Interconnect Programme (eCIP) framework.



20th Anniversary Dinner

Special invited guests, members and stakeholders turned up for one of the biggest celebration in the history of PostEurop to honour a growing and thriving community. More than 270 participants enjoyed an evening filled with entertainment specially flown in from France and the UK.

PostEurop took the opportunity that evening to honour many special individuals who have contributed to setting the foundations of PostEurop. Particular appreciation was made to Mr. Jorn Allardt from Itella who was the first Chairman of PostEurop, Mr. Edouard Dayan for his role as former Board Member and further as Director General of the UPU. Lastly, a special show of thanks was also given to Mr. Joost Vantomme, formerly from bpost who passionately led the PostEurop European Union Affairs Committee for almost 4 years.



Member's Feedback *PostEurop has received significant positive feedback from the event and here are a selected few:*



"PostEurop will maintain a key role in the cooperation among EU postal Operators also in the future and will be a driving force for the development of the European postal Industry." - **Arnis Salnājs**, CEO, Chairman of the Board, Latvijas Pasts



"Congratulations for gathering such impressive number of postal decision-makers at the CEO Forum." - **Ireneusz Piecuch**, Vice-President of the Management Board, Poczta Polska



"Please pass on my thanks to your wonderful team that provided all conditions..." - **Andrey Vagner**, Managing Director, Kazpost



"The Gala dinner, in particular, was really an emotional moment in which all of us felt being a member of a united community and closer together at this time of celebration... A special thanks to the HQ team that, as usual, showed its great expertise, devotion and commitment." - **Francesca Coratella**, Head of International Unit, Poste Italiane



Singing for a Good Cause

PostEurop was thrilled to have the popular and talented Royal Mail Choir perform at the 20th Anniversary Dinner as part of their effort to sing and raise awareness and money for Royal Mail's Charity of the Year, Prostate Cancer UK. The evening spontaneously raised more than 650€ and since then, the amount donated has been gift matched by Royal Mail and PostEurop bringing the total sum raised to 2,614€.



Plenary Assembly and Elections

The following day, a successful Plenary Assembly was held in which Members acknowledged the good work done and had the opportunity to engage in a special UPU panel discussion, with the participation of UPU's Director General, Deputy Director General and Chairman of the Postal Operations Council. An official Management Board election took place and the new Board Members were elected for the term 2014 till 2016, with Jean-Paul Forceville re-elected as Chairman of the Management Board.



*On behalf of the PostEurop Management Board
and headquarters team, we would like to wish all our readers a*

~ Happy New Year 2014! ~

Jean-Paul Forceville, Chairman & Botond Szebeny, Secretary General

CLICK HERE

to see the PostEurop
20th Anniversary Video!

New Faces at PostEurop

From the European Union Affairs Committee (EAC)



MR. DIRK P. TIREZ from bpost has been appointed as Chair of the European Union Affairs Committee (EAC) replacing Joost

Vantomme also from bpost who has taken up a new challenge as of last September. Dirk is Group General Counsel and Corporate Secretary of bpost responsible for the corporate, legal, regulatory and strategic departments of bpost. He has been with bpost now for 10 years.



MR. GIOVANNI BRARDINONI was appointed the Chair of a new working group, the E-Identification Working Group. Giovanni is

familiar to PostEurop community as Vice-Chair of the Advanced Electronic Forum (AES Forum) Working Group. Giovanni is Head of Standards and International Projects at Postecom.



MR. FREDRIC JONSSON from PostNord was appointed vice-chair of the Aviation Security Working Group replacing Christer

Alldén, also from PostNord, who has retired. Fredric is Senior Advisor - Security & Protection and Anti-Terrorism Officer (ATO).



MR. SETRA RAKOMOTOVA from Groupe La Poste was appointed Vice-Chair of the E-Identification Working Group. Setra

is project director in the IT strategy direction at La Poste (France) and has been in charge of the implementation of new services such as the La Poste's electronic postmark (Cachet électronique de La Poste), e-registered mail (Lettre Recommandée Electronique), web stamp online (Mon timbre en ligne) and Buzz Card at La Poste.

From the UPU and Restricted Unions Affairs Committee (UAC)



MR. JEAN-PIERRE AUROI from Swiss Post has been appointed Chair of the Parcels Working Group. Jean-Pierre began his career with the Post in

1974 and joined the international postal services unit at Swiss Post in 1984.

From the Market Activities Circle (MAC)



DR. OLIVER KALISKI from Österreichische Post has been appointed the new Vice-Chair of the Market Activity Circle. Oliver is Head of International

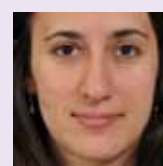
Relations and is responsible for managing and coordinating activities and relations with international organisations.



MRS. ANITA HÄGGBLOM from Åland Post is the new Chair of the Stamps and Philately Working Group. Anita is the Director for

Åland Post Stamps for nearly 30 years and is responsible for all aspects of the stamp business, planning and producing the stamps and other collectable, information, marketing and sale of the stamps to customers around the world. Anita has been an active member of the Stamps and Philately steering committee at PostEurop since 2010.

From the Corporate Social Responsibility Circle (CSR-C)



MS. KALINA TOTEVA from the Bulgarian Post was appointed as co Vice-Chair of the CSR Activity Circle. Kalina joined Bulgarian Post's

team in January, 2011, and is currently head of the Project Management sector at the International Relations and Project Management department.



PostEurop and Postal Union for the Mediterranean



Francesca Coratella from Poste Italiane Elected as New Chairwoman

The Postal Union for the Mediterranean (PUMed) is one of the youngest UPU Restricted Unions with a membership of 17 postal operators from two geographical areas bordering the Mediterranean: Europe (already PostEurop members: Cyprus, Croatia, France, Greece, Italy, Malta, Monaco, Slovenia, Spain, Turkey) and North Africa (already Arab League members: Egypt, Jordan, Lebanon, Libya, Morocco, Palestine, Syria). Two new postal operators, Portugal and Tunisia, will later join PUMed.

PUMed aims at promoting co-operation and stimulate the markets in the areas with greatest development potential. Financial inclusion and e-commerce were identified as priorities in the strategic plan. To implement the regional development plan two consortia (self-funding bodies) have been created:

- the first consortium deals with a platform for the interoperability of payment cards among Postal Operators in the region;
- the second consortium aims at developing a single portal under the .post which integrates e-commerce and the related logistics, customs and payment services among Postal Operators in the region concerned.

Furthermore, PUMed has been focusing on the sustainable development project: "Sustainable development: driver performance and innovation" which represents the first concrete example of constructive and fruitful collaboration with UPU.

Last but not least, PUMed, as a Restricted Union, is committed to coordinate and facilitate the operation of postal services at the regional level in a spirit of mutual exchange and promotion of best practices.

At its third General Assembly held on 25 – 26 October in Marseille, 2013 European Capital of Culture, PUMed appointed a new Management Board, after two and a half years since its establishment.

The new Management Board is composed of members from three Arabic countries: Egypt (as Vice- Chairman), Lebanon (as Secretary General), Morocco and by three European countries: Italy (as Chair, Ms Francesca Coratella), France (Mr. Jean-Paul Forceville), Malta (Joe Gafà). The three European representatives are well known to PostEurop members for their participation and different leading roles within the Association.

The next PUMed date will be the Extraordinary General Assembly in Beirut, Lebanon, in April 2014.

For more information about PostEurop and PUMed please contact the Secretary General of PUMed:

Mr Jihad Kosremelli
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Photo from Left to Right: Mr. Benjelloun, Mr. Joe Gafà, Mr. Ashraf Nabil, Ms Francesca Coratella, Mr. Khalil Daoud and Mr. Jean-Paul Forceville



Thank you and Happy Retirement to Jörn!

On the 31st December 2013, the PostEurop community wishes Jörn Allardt from Itella a Happy Retirement. Jörn has worked in Itella for over 42 years and in international since 1979. For PostEurop, Jörn has been an instrumental part of the association since it was formed in 1993. He was appointed the first Chairman of PostEurop, to help form and lead an organisation which has grown to become what it is today.

"It has been a very rewarding time. Together we have achieved a lot within our membership, but also in UPU and other larger international fora, e.g. in the field of regulation, quality of service, terminal dues etc. I have made many personal friends in the PostEurop cooperation I also had the opportunity and pleasure to be the first chairman of the PostEurop Board. I thank you all" - Jörn Allardt

Happy retirement Jörn!

As of the 1st January 2014, Jörn's contact details are:

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Postcrossing and PostEurop

In a world of instant communications and immediate feedback, the traditional mailbox might seem like an unlikely stage for a social network. But it is there that, every day, thousands of people worldwide connect with random strangers from distant countries – with a little help from postcards and Postcrossing.

POSTCROSSING

The Postcrossing project started with a small dream: a mailbox filled with postcards. The idea wouldn't get out of Paulo Magalhães' head: he was sure there were others out there who, like him, missed the feeling of discovering colourful mail when they opened their mailboxes at the end of a long day... if only there was a way to connect them! To solve this issue, the (then) 24-year-old computer engineer from Portugal used his technical background to create a postcard-exchange platform in his free time. The concept is simple: for every postcard you send, you receive one back from a random person somewhere in the world. To test his idea, Paulo invited his friends to the website to send some postcards, who in turn invited their friends, who invited their friends...

Fast forward to eight years later, Postcrossing.com became a worldwide success, connecting members in 215 different countries. So far, over 20 million postcards have been exchanged, brightening up thousands of mailboxes every day. More than just a website, the project now fosters a community of enthusiastic mail-lovers, revealing

the potential of a single postcard. Through this simple medium, friendships are created, trips are dreamt, children learn languages and geography in their classrooms and strangers share bits of their culture and life with other strangers, promoting cultural exchange and understanding.

This past September, PostEurop members were invited by Maire Lodi (PostEurop's Operations Manager and avid postcrosser), to take part in a joint exhibition about Postcrossing. Sixteen countries answered the call and prepared a stand about the project in their country, which they showcased at the PostEurop's 20th Anniversary Plenary Assembly.

Some PostEurop members were already familiar with Postcrossing – others discovered a whole community of postcard aficionados in their own country. Many postal operators chose to feature postcards sent and received from their country – including their remarkable messages and stamps, creating a very eye-catching patchwork of bright images and inspiring stories. A couple of PostEurop members also had something special to display on their stands: their own Postcrossing stamps! Both Netherlands (2011) and Finland (2013) collaborated with the project and its members, launching their own sets of postage stamps honoring the hobby. More stamps from other countries are planned for the coming years. But cooperations between Postcrossing and the postal



operators can take many forms and shapes, from post offices hosting local Postcrossing meetings, to mentions of the project on their official website or publications. One of Postcrossing's biggest collaborations yet will happen this coming December, in which Deutsche Post will donate 10 cents to a non-profit foundation for every card sent through the website.

Postcrossing and PostEurop members share the same passion for traditional mail and the understanding of the importance and impact that it has in our lives. Therefore, Postcrossing looks forward to the opportunity to cooperate with every postal operator in bringing awareness to the project - and spreading the joy and wonder of traditional mail to even more people!

Long live the humble postcard!

For more information on Postcrossing please contact the Community manager of Postcrossing.com:

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The European Union Affairs Committee (EAC) Plenary Meeting

The EAC's Plenary meeting was successfully held on 24 October, at PostEurop's headquarters, under the leadership of Dirk Tirez and Koppány Mátyási, Chair and Vice-Chair of the EAC. The most recent developments on regulatory issues were discussed while the attendance of the EAC Members was high.



For this EAC meeting, Prof. Damien Geradin from Covington & Burling was invited as keynote speaker. He gave a detailed presentation on the current competition law and regulatory challenges. He emphasized on the selective price cuts, volume rebates and state aid scrutiny as being the main competition law challenges nowadays. He also identified the access regulation, the Significant Market Power (SMP) and the e-commerce as the most significant regulatory challenges.

The latest activities and plans of PostEurop were presented by Mr. Botond Szebeny, PostEurop Secretary General. Mr Szebeny referred predominantly to the main outcomes of the 2013 Plenary Assembly and the CEO Forum held on 18-19 September in Brussels. He highlighted the presence of Commissioner Michel Barnier at the CEO Forum, the postal industry commitment on cross border e-commerce and referred to IPC e-commerce Interconnect Program as well to the signing of IPC-PostEurop Memorandum of Understanding regarding their cooperation in the implementation of this program.

At the core part of the meeting, the chairs of the EAC working groups and monitoring activities had the possibility to briefly present some recent activities in their respective areas attracting the interest of the participants and generating fruitful discussions.

Some EAC practicalities were also discussed regarding the PostEurop rules for joining external position papers and the access of PostEurop Members to the EAC folders on the PostEurop Extranet.

The next EAC Plenary meeting, combined with a Postal Directive WG meeting, will take place on 14-15 May 2014 in Brussels. All related documents are available on the PostEurop Extranet. Should you have any question on EAC matters, do not hesitate to contact the EAC chair, vice-chair or PostEurop headquarters support.

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The following major topics were analysed:

- Recent developments on the Data Protection legislative process and the future steps of PostEurop lobbying activities
- VAT exemption for the postal sector and the EC public consultation on the review of the existing VAT legislation as well the close cooperation between the VAT and PD WGs for preparing a common position paper
- PostEurop's participation in Cyber Security platform of DG Connect
- The final outcome of the Public Procurement process and its impact on the postal operators
- The next CEN Plenary meeting and standardisation activities
- The reasons of e-identification ad hoc WG's creation and the next steps around its advocacy plans including a possible common position paper on the matter
- The state of play of the e-commerce issue and the upcoming EC roadmap
- The latest activities of the European Commission on transport and energy legislation
- The outcome of the WTO/GATS WG meeting regarding the multilateral negotiations on service and Free Trade agreements
- Important issues from the European Union Affairs Committee's Information Bulletin on Digital Services
- The proposals of European Commission for a new Payment Services Directive and Regulation on interchange fees for card-based payment transactions



Introducing the New E-Identification (E-ID) Working Group



The digital economy has changed the European Single Market profoundly. The European Commission's vision is a digital economy that delivers sustainable economic and social benefits based on modern online services and fast internet connections. In this context, building trust in the online environment is a key element because the lack of trust is what makes consumers, businesses and administrations hesitate in carrying out online transactions and adopting new services.

On 25 October 2012 the European Commission communicated to the EU Parliament and to the Council a proposal for a "Regulation on electronic identification and trusted services for electronic transactions in the internal market" (COM(2012)238). The Regulation is aimed at creating a new regulatory environment to enable secure and seamless electronic interactions between businesses, citizens and public authorities, in order to increase the effectiveness of public and private online services, e-business, e-commerce and e-government within the EU.

Considering the importance of the future digital services for European Postal Operators in their continuous effort to innovate and diversify their services, the PostEurop Management Board decided to create an ad-hoc working group, in June 2013 on EU e-identification and trust services dossier, under the EAC. The new working group was mandated to deal with

the analysis of the EC proposal and the ongoing legislative procedure for adoption.

The proposed regulation provides for:

- the introduction of common rules and practices for e-signatures and related online trust services across borders, by revising the Directive 1999/93/EC and adapting the current legal framework to the emerging digital environment
- the introduction of the mutual recognition and acceptance principle for eID, according to which Member States accept to recognize national eIDs which have been officially notified to the Commission.

The current EU legislation covering only e-signature does not provide a comprehensive framework for secure, trustworthy and easy-to-use electronic transactions which includes electronic identification, authentication and signature.

Although the EC proposal of regulation aims at more legal certainty, an increased effectiveness of public and private online services, and an enhanced confidence in data integrity in all EU Member States, some of its provisions are of concern for some postal operators. In particular, the lack of EU supervision and of instruments to challenge national schemes raises the issue of how to ensure compliance and of the potential dissemination of non-compliant schemes across the EU. The needs for provisions of harmonized minimum security levels and for technological neutrality are also critical issues.

Based on the concerns identified, the E-Identification Working Group will follow the legislative procedure for adoption of the proposal, analyse relevant EP Committees' and Council's reports/documents and their impact for PPOs, identify opportunities for intervention and seek to reach common opinions on the subject matter and/or propose papers and other associated material for advocacy at EU level.

The eID Working Group is composed of the experts from bpost, CTT Correos de Portugal, Deutsche Post, Itella, La Poste, Österreichische Post, PostNord, PostNL, Poste Italiane, Swiss Post and Royal Mail. Giovanni Brardinoni (Poste Italiane) and Setra Rakotomavo (La Poste) have been elected as Chairman and Vice-Chairman respectively.

The working group held its kick-off meeting on 4 October and it has already analysed the reports and amendments approved by ITRE (Responsible Committee) and IMCO Committees. It is now following the negotiations with the Council aimed at reaching an early agreement among the institutions involved in the legislative process. In this context, they will evaluate the opportunity to prepare a PostEurop Position paper on the issue.

For more information about the E-Identification Working Group please contact:

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Aviation Security Working Group

Introducing the new PEGAS Vice-Chair



PEGAS welcomed in the new vice-chair Fredric Jonsson from PostNord, who replaced Christer Allden who has

left PostNord. Fredric is Senior Advisor - Security & Protection and Anti-Terrorism Officer (ATO) at PostNord and works with strategic security at the Group Security & Business Continuity unit. He has been a fire, risk and security professional since 1990.

“I’m very happy that I’ve been appointed to this position and look forward to taking on the related tasks. PostNord (Swedish & Danish Post) already have an extensive commitment to PostEurop in various areas and I look forward to carry on that tradition. I will be able to contribute with a large and broad experience as well as knowledge in the wide field of security”

- Fredric Jonsson

PEGAS and Aviation security

PEGAS representatives have participated in different meetings or working groups in co-operation with Aviation Security including:

- SAGAS with DG Move, going ahead with the ACC3 issue.
- UPU Postal Security Group (PSG) during which the terms of reference providing the working guidelines for the 2013-2016 cycle of the Postal Security Group were adopted, and the work plan for the next cycle was successfully endorsed. The ICAO-UPU Contact Committee was formed. As of this meeting there had

been no official word from ICAO. **The Security Standards Working Group** was created to address this work and finally the issue of Dangerous Goods Training was raised.

- The Security Standards WG dealt with two main issues:
 1. S58 “Postal security standards – General security measures” defines the minimum physical and process security requirements applicable to critical facilities within the postal network.
 2. S59 “Postal security standards – Office of exchange and international airmail security” defines minimum requirements for securing operations relating to the transport of international mail. It includes the requirements for mail screening standards that shall be implemented at each office of exchange or airmail unit or where mail is tendered to air carriers.

The resulting changes can be summarised as follows:

- Clarification to the scope and relationship of the standards to national and international security standards
- Added definitions and changes made to clarify existing definitions
- Removed text that is considered restricted
- Removed text that was repetitious and unnecessary
- Aligned information included in both standards (e.g. added information from S58 which was more appropriate in S59)

Beyond Aviation Security

However PEGAS members are also involved in meetings dealing with security beyond aviation security. This includes the Land transport security (LaTS) with DG Move in co-operation with the Transport and Energy Working Group. On May 2012 the European Commission had adopted a Commission Staff Working Document (CSWD) on Transport Security that brought forward ideas for developing new actions to enhance transport security and land transport security at EU level. The aim of the Commission is to consider what could be done at EU level to improve transport security, particularly in areas where putting in place common security requirements would succeed in making Europe’s transport systems more resilient to unlawful acts. Whilst security policy in the aviation and maritime sectors receive feedback and allow revision on a continuous basis, thanks to the appropriate mechanisms such as expert working groups in place, there has been no coherent approach to land transport security in the EU.



To close this gap, the Commission has set up a Committee of Member State experts as well as a Committee for industry stakeholders as a consultative framework to discuss with the Commission policy options for ensuring a balanced development of EU policy for land transport security. After the first two meetings of the working groups this year the Commission has straighten out not to envisage prescriptive rules for security for the land transport sector, which is rather recognized as covering a wide range of transport operations and widely differing transport operators so that the needs and threats faced by each may vary considerably and a “one-size-fits-all” solution would not be appropriate. One of the items is to evaluate the main things that have to be done and which could be done to increase security in this arena. Therefore, the WG supports exchanges of good experience and practices. Nevertheless, the Commission retained the right to propose legislation if there was a clear case for doing so.

PEGAS is actively engaged in the Stakeholder Working Group as it is a useful forum for discussion between politics and industry and to ensure postal operators voice is heard in the further process of finding appropriate solutions to enhance the security level in the land transport sector without hampering the free flow of goods.



Co-operating in Cyber security

In the field of Cyber security DG Connect, invited PE to join two WG dealing with risk management and sharing of information. PEGAS, once more in cooperation with Transport and Energy WG attended.

At least in the frame of the Security and Customs Transversal (SCT) PEGAS was represented in the Crisis and security managers group.

All these activities have to continue with a great regularity as the issue of security is increasing in all parts of the scope.

As it has been highlighted in PSG the key objective is to identify prohibited articles in airmail shipments – with a prohibited article being defined in this context as an “explosive or incendiary device,

assembled or not, and parts thereof, which could be used to commit an act of illegal interference”. But we have to be ready for pre-advanced alarm and other issues coming from DG TAXUD as well as cybersecurity which are serious issues. This will represent the major part of PEGAS activities in the coming months.

For more information about the Aviation Security Working Group please contact:

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UPU & RU Affairs - Insights from the POC and CA

Around 1,000 delegates from the Council of Administration (CA) and the Postal Operation Council (POC) member countries participated in the last sessions in Bern, Switzerland. The regular UPU November CA sessions were affected by an extraordinary POC decision taken the previous week (28th October to 1st November). The POC Chairmanship intends to study the feasibility of holding an extraordinary POC decision-making session during the CA period on regular basis which was passed unanimously. And as a consequence, the International Bureau (IB) will deliver in the next POC in April 2014, a proposal based on comments of France, to split the three-week POC period into two weeks in April and one week in October for member to discuss.

In any case, this extra POC meeting meant



an opportunity for members to review some operational forms, and consequently, to approve the amendments of the articles of regulations referred to. Most of amendments will be in force in July 2014, except modifications to CP78 and CP87, which will be in force in 2015. Remuneration was also a topic of interest. Charges for the calculation of the 2014 provisional terminal dues rates have been notified and a couple of appeals on country classification for terminal dues were also dealt with.

Boost on Postal Payment Services

One of the conclusions from the meeting was the importance for postal operators to diversify their business and products. A clear example has been the works on Postal Payment Services, which has experienced a great boost during this session. Progress on the design of the Postal Payment Services User Group, the Multilateral Agreement, Quality of Service standards, Collective Trademark and Operational Guide has been remarkable. Following the creation of new groups in the POC/CA, the joint group on Financial Inclusion (allocated within the CA structure) held its first meeting, where the main ideas of the Global Forum on Financial Inclusion held in Geneva (24-25 Oct) were presented.

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New MSME Business Development Group

With regards to diversification and linked to E-Commerce, the POC also approved the working plan and the creation of a new group on MSME Business Development Group and the proposals to organize some Forums in 2014 on topics such as e-commerce, postal payment services and products.



Decisions impacting PostEurop Members

On topics impacting some PostEurop Members, additional important POC decisions were the approval of the proposal submitted by Hungary on the sensitive matter of transportation of mortuary ashes, the dismissal made by the International Centre for Dispute Resolution of the UPU objection made against Deutsche Post's e.post domain and the withdrawal made by Russia regarding its reservation on not accepting unregistered small packets. (art. RLIII Convention)

The CA also dealt with some important issues of special relevance for members, such as the 2014 budget, the cooperation with the restricted unions or the new organisational structure of the International Bureau.

On the 2014 budget, the CA agreed to set the contribution unit at 41,770 CHF, after some discussion, thus rejecting the IB proposal to increase the contribution unit, and subsequently the Budget by 1%. Members were concerned about the expenditure to implement the resolutions adopted by Congress, so the IB was asked to present some ideas to close the gap between that expenditure and the budget constraints on the basis of zero nominal growth in the contribution units by June 2014. The IB also took its opportunity to present the new organisation structure and the post of a Provident Scheme Administrator was approved, following a lively discussion.

On co-operation with the restricted unions, following Doha resolution C14/2012 through some forums, an IB- RU meeting was held in order to analyse how to better strengthen co-operation and co-ordination among all interested organisations.

Moreover, participants were informed about the intention to amend some articles of the Convention whose works will be carried out by the Cycle. Topics, such as transport, security, basic services, classification and posting abroad letter post items, inquiries, and the authority of the POC to fix changes and rates, among others, will be issues discussed for the amendments during the next meetings.

Members also expressed their interest in the future strategy, its implementation and evaluation of the Doha Postal Strategy. Therefore, an update of the indicators and performance of programmes, goal and objectives will be presented in the following POC/CA Committees sessions. It was also unanimously agreed that Abidjan (Côte d'Ivoire) will be the venue for the next Strategic Conference in 2014 (14 - 15 October 2014).

Forum on Postal Regulation

On 13-14 October 2013, the UPU organised a forum on postal regulation which saw participation from some high level delegates who delivered interesting case studies from their regions. One of the conclusions taken was the change of postal services in the digital era and the definition of the universal postal service and how it will be financed in the future.

IMPORTANT DATES

- > The next **POC session** in 2014 is 31 March - 17 April 2014. It is important to remind members that the deadline (24 February 2014) to submit their proposals will be 6 weeks before the beginning of the POC session. Nevertheless, it was agreed that any amendment to the proposals published may have an extended deadline till the day before the session where the discussion will take place.
- > The next **CA sessions** will take place from 27 October till 14 November 2014.

For more information about the UPU & RU Affairs Committee (UAC) please contact:

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Terminal Dues Forum

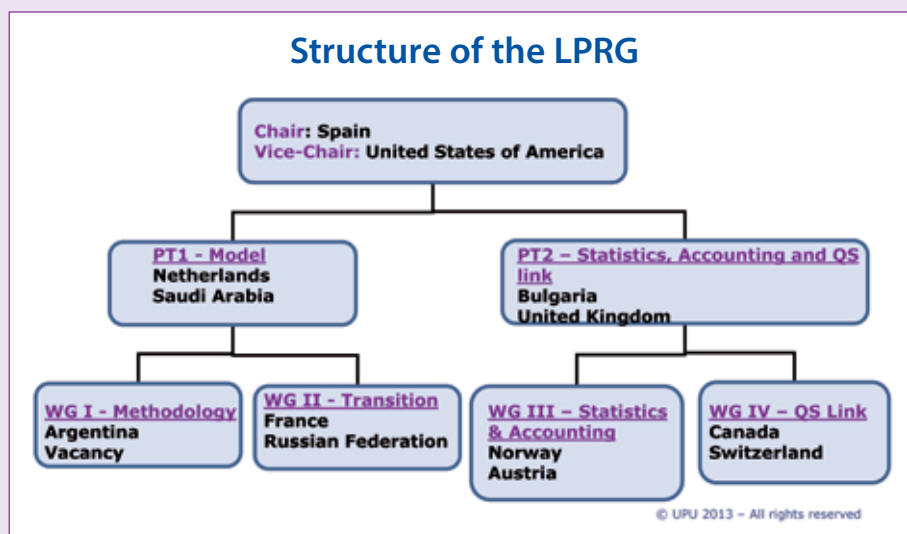
The Terminal Dues Forum, chaired by Ms Sissel-Elin Bakkeby, Posten Norge, held its autumn meeting in Brussels on 17 September 2013. 49 delegates representing 32 designated operators participated in the meeting together with 3 observers from PostEurop and IPC. The two meetings this year have had broad participation with altogether 36 member countries attending the meetings.



As this meeting was held at PostEurop Headquarters, Secretary General, Mr Botond Szebeny, welcomed the participants and expressed his best wishes for the meeting while mentioning the special circumstances of having the meeting in Brussels in connection with the 20th Anniversary of PostEurop.

IPC presented the "E-Commerce Interconnect Programme" (eCIP)

Together with updates about the ongoing works within project teams and working groups under the UPU Letter Post Remuneration Group and POC Committee 3 – Physical Services Committee, Mr Herbert Götz, Marketing Director at IPC presented the IPC's "E-Commerce Interconnect Programme" (eCIP). Since June 2013, IPC and some of its members had undertaken analyses and preparatory work to find ways of better connecting the postal operators'



networks so that they can better compete with new integrators in the e-commerce market. In the next phase, other IPC members will be invited to participate and finally non-IPC members will be invited from July 2014. Mr. Götz informed that in order to underline the seriousness of the co-operation between IPC and PostEurop in this matter a Memorandum of Understanding (MoU) would be signed the next day.

UPU Terminal Dues Development

Concerning the UPU work on terminal dues, some delegates expressed their disappointment on the slow start of the work considering that the next UPU Congress is only three years away. On the other hand, seven PostEurop member countries are chairing or co-chairing work under the "terminal dues umbrella" and since then two other member countries have since the meeting joined as co-chairs of working groups. The organizational chart provides us with more detailed information of the Letter Post Remuneration Group. PostEurop member countries have in that sense a good possibility to influence the UPU work substantially.

Terminal Dues Linked to Quality of Service

Another theme outside the exact terminal dues scope was a presentation of the PostEurop Quality of Service Working

Group by its chair, Mr. Finn Kristiansen. He stressed that the work of this group is closely linked to terminal dues as quality of service has an impact on revenues, profits and operational costs. The group is also highly focused on the need for reliability and predictability for e-traders and their customers.

A feedback survey was distributed and delegates were asked to give their (anonymous) opinions about the meeting in general and the different themes in particular. The overall result was encouraging and most delegates found the presentations good and expressed that the meeting had a positive outcome for them. The organization of the meeting was rated excellent despite an overcrowded meeting room. All presentations can be found on PostEurop's Extranet.

The next Terminal Dues meeting will be held in the Åland Islands on 15 May 2014. A workshop will also be organized late August for member countries that will transit from the UPU Transitional system for terminal dues and quality of service to the Target system from 2016.

For more information on the PostEurop Terminal Dues Forum please contact:

Ms. Sissel-Elin Bakkeby
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Retail Network Forum in Helsinki

The PostEurop Retail Network Forum provides a comprehensive platform for presenting and discussing postal retail issues in Europe. The last annual meeting of the Retail Network Forum took place in Helsinki last September. The one day meeting was attended by representatives from 11 European postal operators. Site visits to a large and a small retail outlet at Itella were included in the programme.

Itella, the postal operator of Finland, presented their developments in retail outlets during the last years and how they keep their retail outlets informed about current affairs. During the afternoon workshop, discussions were focused on how quality in postal outlets can be



The next meeting, which will be hosted by Eesti Post (Estonia), will take place in Tallinn end of May 2014. Attendance will be free of charge for PostEurop members.

For more information please contact the Chair of the Retail Network Forum:
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monitored. Internal and external mystery shoppers, customer surveys, own audits showed a wide range of possibilities to obtain feed-back about the core criteria relevant for retail outlets: friendliness, competence, appearance of the outlet and waiting-time. The day's activities continued with an overview about current international projects with retail focus, e.g. the Interconnect programme with a focus on delivery choice.

Quality of Service at S.E. "Posta Moldovei"

The objectives of S.E. "Posta Moldovei" are to provide high quality postal services, guaranteed free access to its services, greater proximity to customers, ensuring postal items integrity, respecting its obligations towards the customers and the reduction of postal items delivery times.



As a national postal operator that has the exclusive rights to provide certain postal services in accordance with the regulations of the Universal Postal Union (UPU), S.E. "Posta Moldovei" currently takes part in quality management projects and programs organised by the UPU, PostEurop and RCC. S.E. "Posta Moldovei" recognizes that in today's more competitive and regulated business environment the key to yield better outcomes is through providing high quality services.

In order to increase the operational efficiency and to achieve the end-to-end service quality target within Europe – (D+3 85%) and the "universal" target (85% J+5) in 2011, S.E. "Posta Moldovei" has carried out a PostEurop Process Review.

As a result, the following main projects proposals for improvement in international, operational and quality field were identified:

- Quality Management;
- D+1 Logistics consisting of collection, Postal Center and international transportation;
- Other Proposals;
- With a view to implement these projects S.E. "Posta Moldovei" has drawn up an action plan. Amongst the actions taken were the postponing the Latest Arrival Time (LAT) for inbound international mail from 12.00 to 16.00, skipping the morning collection in Chisinau city and organizing the night shift process.

Projects implementation has led to an improvement of service quality, a reduction by one day of mail processing and delivery times, an efficient organization of international mail routing and transportation and an achievement of objectives set.

Following up to the Process Review, a Process Assessment was carried out from 21 to 25 October 2013 by PostEurop team, who visited Mail Processing and Transport Center, Post Offices from Chisinau City and Ialoveni District. As a result of their visit, the experts established that S.E. "Posta Moldovei" has registered high results due to the projects implementation and the efforts to produce consistently high-quality performance. New proposals to improve EMS, parcels and packages processes were suggested, to assure that S.E. "Posta Moldovei" will be a reliable partner in a cross-border e-commerce network.

For more information on PostEurop Process Review and Process Assessment please contact PostEurop Operations Manager:
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Quality of Service in Montenegro Post

Montenegro Post (Pošta Crne Gore D.O.O.) was established in April 1999, and following a Decision by the Government of Montenegro passed on 17 November 2013, Montenegro Post was restructured into a state-owned single shareholder company and the Government of Montenegro has committed to privatising the company.



Montenegro Post is one of the most important legal entities in Montenegro. In the last years, due to its continuous improvement of service quality and development of new services, the company has produced positive business results. Operations harmonized with contemporary development trends, continuous improvement of postal service quality and rationalization of costs were their priorities. Several important steps were taken by the Montenegro Post aimed at reducing the costs, expanding the network and creating modern electronic services.

Several years ago the Montenegro Post initiated introduction of franchises in rural areas. Today, 50 out of 135 post offices are franchised. The Post has had positive

experience in its work with post office leaseholders, and this concept provided increase in volume and quality, with reduction in operational costs.

By opening modern post offices with adapted layouts in large high density shopping centres, the Company has found a good way to get closer to its customers.

The Web Telegram service, which the Post provided its customers with the possibility of sending a gift telegram to Montenegro from any point in the world, is becoming more popular and attracting an increasing number of customers.

During this year's INFOFEST we announced the web shop service, internet commerce. This service will provide the customers with the comfort that users demand today.

At this year's Management Counselling of Regional Postal Administrations the Montenegro Post hosted the PostEurop Quality of Services & Operations Working Group meeting. 34 participants from 21 Postal operators attended the meeting as well as representatives from UPU and IPC. Interesting presentations and useful discussions were shared during the meeting followed by a site visit. The Montenegro Post has acknowledged these two visits of the PostEurop experts as exceptionally useful for improvement of overall processes.

Chief Executive Officer of the Montenegro Post, Mr. Milan Martinović, about the Company plans

Plans of the Montenegro Post are defined in a clear vision of the Company's growth and development. Along with creating conditions to motivate the employees and complying with the principle of corporate social responsibility, the Company is making efforts to offer new services and values to the customers. In this respect, we are planning intensive development of electronic services, IT system redesigning, strengthening express delivery capacities, introduction of new logistics services. We also believe that one of the priorities is to develop capacities in the field of financial services, to improve business in post offices, and to increase hybrid mail capacities and services.

For more information on Quality of Service working group, please contact the Chair of the Quality of Service working group:

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Five years of PostEurop IPS Workshop

By Iwona Majcherek, Chief Expert at Poczta Polska S.A. International Affairs Department

Having participated in the 5th IPS workshop for postal operators using the international IPS system, organized by PostEurop in cooperation with Postal Technology Centre (PTC) at the UPU headquarters in Berne, leads me to write a few words about the organization and the legitimacy to continue these meetings.

Operational Solutions

Participation in the workshops led by PTC specialists is an excellent opportunity to obtain current information about new functionalities of the IPS system allowing for optimization in the areas of postal



operations, accounting and quality. The current knowledge about the planned updates and additional possibilities to use the IPS system allows for making quick and necessary changes to the methods of operating international traffic. To the postal operators, the workshops offer an opportunity to take advantage of the proposed PTC solutions within the IPS system for new services, e.g. Customs Declaration System (CDS) or to implement new features increasing quality of service, e.g. a new version of EMSEVT v3.

Problem Solving

The two-day workshop organization also gives a lot of flexibility to participants to make a maximum use of the time to solve, together with PTC representatives, their individual IPS system issues of operational and technical nature (participants use different IPS versions).

In view of the above, the postal operators using the IPS system need continuation of the IPS workshop in order to continuously expand their knowledge about how to take full advantage of the system in international traffic.

*For more information about the IPS Workshop please contact PostEurop Operations Manager: Maire Lodi
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Stamps and Philately Updates

EUROPA stamps



In this 22nd consecutive year 57 entries based themselves on the theme "Van of the Postman" in order to promote the undoubtedly most mobile, dynamic and visible daily symbol of each postal operator's presence in their own country – the postal van. The EUROPA campaign this year registered more than 11,000 votes – an increase of 37% from last year's total and further raising the bar of the competition.

At the 20th Anniversary Plenary Assembly the following winners of the 2013 EUROPA Competitions were announced:

- Winners of the 2013 most beautiful EUROPA Competition by public voting were Turkish PTT, followed by Magyar Posta as first-runner up with Poczta Polska and Swisspost as second runner-ups who tied with the same number of votes.
- Winner of the 2013 most beautiful EUROPA jury competition was Itella Posti

The Stamps and Philately working group met, earlier this year and proposed to swap the EUROPA stamps themes for both 2015 and 2016. The aim of this action was to increase interest amongst EUROPA stamp collectors by organising an open design competition based on the "Think Green" theme in 2016. As a consequence, the theme for 2015 is now "Toys" and for 2016 is "Think Green".

Philatelic Forum in Essen

The Stamps and Philately working group is organising a Philatelic Forum in Essen on 7-8 May 2014 at the 24th International Stamp Fair.



*For more information about the EUROPA stamp competition, Stamps and Philately working group and Philatelic Forum please contact PostEurop Market and Intelligence Support:
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Market Day Forum

On 13 November 2013 PostEurop's Market Activity Circle (MAC) organized its second Market Day Forum this year for its members. The broadened agenda included presentations and interactive discussions on the UPU's new Product Strategy and Integration Group (PSIG), "Current e-commerce market in Europe and its future trends" from EMOTA, IPC e-commerce Interconnect programme, a face-to-face meeting with Johan Groffen from PrintBirdie an e-commerce e-tailer, Print Power and Stamps and Philately updates.

We asked participants to share a few words on the meeting and here are their responses:



"EMOTA and PostEurop could discuss how postal operators can help boost online sales at PostEurop's Market Day Forum. It brought the

members of PostEurop (postal operators) and sellers closer together in identifying solutions to the current challenges faced by online sellers."

- Susanne Czech (EMOTA)



"The 2nd Market Day Forum was just excellent, starting with the agenda and followed by the speakers, it was a very interesting and proactive day, I really

learnt new inputs from the speakers covering all hot spots regarding E-Commerce and Direct Marketing. I would like to thank PostEurop very much for this fruitful and very interactive meeting and I would like to honestly recommend and invite other Postal Operators to participate in future meetings."

- Gabriel García Mayorga (Correos)



"The program covered a good range of topics with highly qualified speakers. It was interesting to learn about the

developments and

trends for E-Commerce in Europe, which is growing at a remarkable speed, in 2012 with 20%, as well as about the challenges the postal services face by the demands of the growing e-commerce industry, but also the possibilities it opens. Representing a postal service actively involved in e-commerce the day was very rewarding and I am already looking forward to the next Market Day."

- Anita Häggblom (Posten Åland)



"PostEurop's Market Day Forum helped me learn more on the UPU PSIG and their work, including their discussions on letter regulation to facilitate

advertisement on the 'front' side of envelopes, a marketing technique that Direct Marketers support. The Market Day was also the opportunity to network with postal operators and partners such as Two Sides. FEDMA, which has a Marketing Connection Committee to enable members to discuss Direct Marketing business trends, is convinced of the added value of these business minded committees. FEDMA warmly thanks Posteurop and wishes success for future Market Day."

- Géraldine Proust (FEDMA)



"Chairing the UPU's PSIG challenges us (as UPU Member Countries) to think more about the customer. We need to change our

approach because we're

not the only game in town. If we want to be around for years to come, we have to offer a sustainable global product range and that's the challenge. You might ask, have we been so negligent of customers' needs in the past? Perhaps not, but moving into an increasingly competitive marketplace forces us to look at customer needs more thoroughly. That's why I welcomed the recent opportunity to present what the UPU is doing at the Market Day Forum. It was extremely valuable to share views, with not only its members but also FEDMA and EMOTA who were also present. This combination makes the Market Forum a great place to share information and gain an insight to what's important for members but also for its customers."

- Chris Powell (Royal Mail)

Presentations are available on the posteurop extranet

For more information on Market Activities Circle and participating in the next Market Day Forum, please contact PostEurop Market and Intelligence Support:

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A new Leonardo da Vinci project without stress...

The Training working group with the support and contribution of the Health working group applied with success for a new Leonardo Da Vinci project, "Training Partnership for Stress Management in the Postal Sector". In a context of rapid changes, transformation and evolution of the postal sector, employees need to adapt themselves. As such, stress is becoming a crucial challenge which must be managed in an appropriate way using partnership training solutions, in order to adopt positive attitudes and create a healthier occupational environment.



The project is an opportunity to follow up the previous successful project cooperation Leonardo da Vinci partnership: "Training partnership for a Changing Post", which has identified stress management as a crucial occupational health challenge that Europe is facing. For all postal operators it will be a decisive way to analyse the new challenges and to share best practices training programme regarding stress management.

The postal sector market needs a big investment to promote new training solutions for the future postal sector to increase competitiveness. Acting at the European level is the only solution to be pro-active and more efficient. The partnership is again an opportunity to develop mid-term cooperation among postal operators employees in particular top management, middle management, operational management in order to improve their skills on stress management and workforce engagement.

For more information about the Leonardo da Vinci partnership: "Training Partnership for Stress Management in the Postal Sector" please contact:

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The project will be led by the followings countries: La Poste (France) as coordinator, PostEurop, Elta Post and KEK-ELTA (Greece), Swiss Post (Switzerland) as partners as well as Bulgarian Post (Bulgaria), Cyprus Post (Cyprus), DeutschePostDHL (Germany), InoSalus (Portugal) and PostNord (Sweden, Denmark) as observers.

The objectives of the project are to identify occupational current and future challenging stress factors and detect risks and training needs within each project partner in the postal sector. The programme will also enable us to raise awareness of the postal sector on stress management issues in order to facilitate the adaptation of the postal employees by stimulating and leading debates among postal sector organisations.

The approach will be to have a structured and shared work process with a lot of exchanges between the partners but also within each partner organization to ensure the efficiency of the Project for those organizations.



Developing a Quality Postal Service in the Digital Age Project

In the framework of the Postal Sector Evolution project “Developing a quality postal service in the digital age” conducted by the European Social Dialogue Committee and co-financed by the European Commission 3 further sessions took place.

Two sessions on “Work organization in sorting” and “Social regulation in the sector” took place on 21 October 2013. The German and Italian postal operators and unions presented their national case studies on the evolution

of work organization in relation to the optimization of their sorting centers and delivery activities. Sweden and the Netherlands gave testimonies on the state of play of social regulation in the postal sector in their countries.

A third session on “Innovative use of networks and Universal service” was held on 15 November 2013. During this session, an external expert Kristian Sund presented his vision on the innovation strategies of postal operators in particular through the development of digital services.

The final conference of the project, gathering a large audience of European social partners from the 28 Member states as well as high-level representatives, is planned for 7 February 2014 in Brussels, Belgium.



For more information on the SDC project, please contact PostEurop Project Manager:

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SAFEPOST Project



The SAFEPOST Project WP3 and WP5 meetings took place from 23 till 25 September 2013 in Stockholm, Sweden. Among all other important topics the Common Postal Security Space and Postal Security Stamp was highlight of the meeting and discussed in detail.

On 8 and 9 October 2013 the SAFEPOST Project was presented to Posta Romana - Head of Postal Security Office and Project Manager Human Resources Development in Bucharest, Romania. The scope of the meeting was to update Posta Romana on the current status of the Project and discuss future possibilities for Posta Romana to become the associate partner to the Coordinator (PostEurop) of the



SAFEPOST Project in order to support the efficient implementation of the project.

In relation to the SAFEPOST Project, the Preparation Review Meeting and Review Meeting with the European Commission was held in Vilnius, Lithuania on 26 and 27 November 2013. The Review Meeting with the European Commission provided the opportunity to go deep in details of what has been carried out in the SAFEPOST Project since it commenced in April 2012. It also gives an overview of what the future implementation plans of the Project are. The project deliverables D1.1 Generic Postal Business Model and Report on associated Security Gaps and Threats, D1.2 Stakeholders Requirements and Regulatory Analysis, D1.3 Security Technology assessment and forecasting, D1.4 Project

Requirements Specification and Success Criteria and D7.1 SAFEPOST Web Portal were submitted to the European Commission and were evaluated by

the Reviewer assigned by the European Commission. All the SAFEPOST Project deliverables submitted to the European Commission were approved.

The Review meeting was very successful with positive comments and remarks from both the European Commission as well as the SAFEPOST Project Reviewer.

For more information on SAFEPOST, please contact PostEurop Project Manager:

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USEFUL LINKS

DG Connect

<http://ec.europa.eu/dgs/connect>

E-identification

<http://ec.europa.eu/digital-agenda/en/trust-services-and-eid>

DG Internal Market

http://ec.europa.eu/internal_market/index_en

DG Move

http://ec.europa.eu/transport/index_en

Postcrossing

www.postcrossing.com

SAFEPOST Project

www.safepostproject.eu

UPU

www.upu.int/en



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SAFEPOST Project - Postal Security Forum

The SAFEPOST Project – Postal Security Forum was held on 28 November 2013 in Vilnius, Lithuania. The meeting was organised in Lithuania in conjunction with the European Union (EU) Lithuanian Presidency.



The general framework of this Postal Security Forum was to have the participation of all Postal Security Supply Chain Stakeholders such as UPU; European Commission DG TAXUD; DG MOVE; International Post Corporation (IPC) representatives to present the Postal Security Technical Challenges, latest technical developments and security projects in their respective organisations.

16 PostEurop Members participated to the Postal Security Forum Meeting: Correos y Telégrafos, Hellenic Post-ELTA, Iceland Post, Le Groupe La Poste, bpost, Eesti Post, AB Lietuvos paštas, Posta Romana, Latvijas Pasts, Poczta Polska, Česká Pošta, CTT - Correios de Portugal, PostNL, An Post, Ukrainian State Enterprise of Posts "Ukrposhta" and MaltaPost - in total 48 participants.

The high level participation of the CEO of Lithuanian Post, PostEurop Secretary General, Chairman of PostEurop Security and Customs Transversal, European Commission, UPU, IPC, PostEurop members (Postal Security Experts) as well as the suppliers provided a platform to discuss in detail and collaborate on several Security related matters. As the Postal Security is of huge importance and very sensitive topic the SAFEPOST Project – Postal Security Forum will become a regular event and will be organized annually. It was underlined by the European Commission that PostEurop is carrying out extraordinary task and enormous amount of work in order to spread the SAFEPOST Project within all the related actors.

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