



E-Commerce on the Move at PostEurop



10 of the 11 eCIP Wave 3 postal operators expressed their willingness to participate in the eCIP programme. These postal operators have completed a "100 Day plan" period, analysed their existing services and compared them to the eCIP Detailed Service Specifications in order to prepare their specific "Country plan" with a detailed schedule of how they anticipate to implement all the deliverables in the deployment phase by the beginning of 2015.

Postal Operators play an Important Role

Aimed at creating an efficient delivery market and further supporting the development of e-commerce by identifying policy options to improve cross-border parcel delivery, the European Commission launched a consultation with the Green Paper "An integrated parcel delivery market for the growth of E-Commerce in the European Union (EU)" in November 2012. Through the European Union Affairs Committee (EAC) and its E-Commerce Green Paper working group, PostEurop has been engaged in frequent dialogue with the Commission and amongst its members from the start. The conclusions from the public consultations were published in October 2013 and a roadmap on the completion of the single market for parcel delivery was published in December 2013.

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The 10 eCIP Wave 3 operators

Česká pošta
Eesti Post
Hrvatska pošta
Latvijas Pasts
Lietuvos Paštas
MaltaPost
Poczta Polska
Pošta Română
Pošta Slovenije
Slovenská Pošta

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



- **14 MAY** - PostEurop Postal Directive Working Group meeting, Brussels, Belgium
- **15 MAY** - PostEurop European Union Affairs Committee Plenary, Brussels, Belgium
- **15 MAY** - Terminal Dues Forum, Mariehamn, Åland
- **18-20 MAY** - PostEurop Operations Activities Circle meeting, Kuressaare, Estonia
- **21 MAY** - PostEurop Quality of Service Working Group meeting, Tallinn, Estonia

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From the Editor



Dear Members
and Colleagues,

In this issue of
PostEuropNEWS,
the roles and
undertakings

behind the E-Commerce initiatives are explained. This work has just begun and we will be certain to hear more about both the regulatory and operational activities as we continue to strengthen our capabilities.

Another area of international focus which has come to our attention is the new customs legislation and how that will impact the way postal operators currently work. An in-depth interview with Reinhard Fischer, Chair of the PostEurop Customs working group and our very own "Customs professor", helped us understand the issues better and hopefully better prepare us for the next steps.

I had the distinct pleasure of participating in the final conference of the European Social Dialogue Committee for the postal sector PSE project "Developing a quality postal sector in the digital age" on 7 February 2014. It was very impressive to listen and learn from the listening session presentations and discussions on how employees manage to cope in many aspects of their work. An article on the final conference can also be found in this issue.

With that, we hope that you will enjoy this spring issue and look forward to your feedback and further contribution.

Cynthia Wee

Communications Manager
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News in Brief

- **Swiss Post launched a postcard app for the iPhone.** With the new app, users can send one free postcard per day to any address in Switzerland or Liechtenstein. The app is easy to use: take a photo or choose an image from the photo album, add text, specify the recipient and send the order. Swiss Post will take care of printing and mailing the postcard by A Mail.
- **A new study conducted by DHL has found that technologies originally designed for consumer electronics can be increasingly used in the goods industry.** According to the Trend Research team at DHL Customer Solutions & Innovation this marks a complete reversal of past practices in which new technologies were initially applied in business and migrated to private uses only later. The trend report "Low-Cost Sensor Technology" shows readers how technologies like Microsoft's video-game camera Kinect, smart watches and NFC (near-field communications) technology can be incorporated into logistics.
- **COPACEL and La Poste France extend their partnership.** Through a partnership for the development of office paper collecting and recycling in October 2012, LA POSTE and COPACEL (a paper & cardboard recycling firm) both participate in a much appreciated lighter footprint effort. The aim is to help ensure the supply of the French paper recycling industry and share the value created with all stakeholders, in particular the social and solidarity economy. Philippe Wahl, Chairman & CEO of Le Groupe LA POSTE and Yves HERBAUT, Chairman of COPACEL, have signed an extension of their partnership on 6 March 2014.



- **Lithuania Post Gives Citizens Tips to Prevent Online Fraud.** Taking into consideration the growing number of goods purchased online, Lithuania Post says the citizens should be cautious when buying online and check that goods are authentic.
- **Royal Mail met its First Class letters and parcels quality target after the first three quarters of the 2013/14 financial year,** according to independent research. For First Class mail, the target of 93 per cent delivered the following working day was achieved. The Second Class letters and parcels target was exceeded, with 98.8 per cent of this mail delivered within three working days, against a target of 98.5 per cent.
- **Postnord wants to step up the pace of our streamlining efforts and service development.** PostNord reported improved results for 2013. Net sales increased 3 percent excluding currency effects. Operating profit was strengthened. PostNord is going through a phase of significant change.

> *continued from front page*

At the PostEurop CEO Forum dialogue which took place in Brussels last September, Member CEOs and the **European Commissioner for Internal Market & Services, Mr. Michel Barnier**, underlined the importance of e-commerce for the growth of the economy and the society in which postal operators play an important role. It was agreed that the European Commission relies on the industry to overcome some of the barriers communicated by the European Commission in the E-Commerce Green Paper. The aim is to ultimately allow e-commerce to efficiently evolve to its full potential.

In order to fulfil the industry promise to address current e-commerce delivery issues, 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.

Building the eCIP Network

e-CIP is a very ambitious initiative in which postal operators are working very closely on developing a common service specification for e-commerce delivery in order to create a **harmonized and global seamless delivery network to better support the growth of e-Commerce**.

eCIP was initiated by IPC members and today all EU postal operators have been invited to join and build this fully

interconnected network in which all e-commerce items to be delivered cross-border will include options such as track and trace, and ensuring that customers can benefit from the same delivery and return options as domestic e-commerce.

It is a centrally co-ordinated programme with each postal participant being fully responsible for their engagement, alignment with the central programme and managing their specific deployment with commitment to deliver the agreed programme objectives by December 2014.

The role of PostEurop

PostEurop's role is two-fold. On the one hand, PostEurop actively leads the on-going regulatory dialogue with the European Commission through the E-Commerce Green Paper working group and on the other hand, PostEurop structurally coordinates with a group of PostEurop (non-IPC) Members helping them become part of the eCIP network.

Over the last months, PostEurop has been active in the on-boarding process for its 11 Members (also known as "Wave 3" posts according to the eCIP terminology) who have joined the programme in January 2014. The postal operators have completed a "100 Day plan" period, analysed their existing services and compared them to the eCIP Detailed Service Specifications in order to prepare their specific "Country plan" with a detailed schedule of how they anticipate to implement all the deliverables in the deployment phase by the beginning of

2015.

Each programme participant has appointed a Programme Director and Workstream Leads. The 100 day programme was launched in February with the aim of developing a detailed deployment roadmap. During that phase, the Programme Management Group was established from Country Programme Directors, Maire Lodi, PostEurop Operations Manager and Ján Bojnanský, eCIP PostEurop Coordinator, with the help of twinning partners and under the supervision of the IPC Programme Management Office.

Several work streams and twinning meetings have been organized to help Wave 3 postal operators understand the eCIP Programme, undertake a gap analysis to assess eCIP needs versus their internal activity and conduct their respective country plans.

As a result of the work done in the 100 day period, 10 of the 11 Wave 3 postal operators have expressed their willingness to join the eCIP programme at the 9 May 2014 meeting (see group photo below).

Botond Szebeny
Secretary General



POSTEUROP MANAGEMENT BOARD

Exceptionally, the 94th PostEurop Management Board meeting was held in Bern, Switzerland on 28 March 2014 hosted by Swiss Post. The Management Board also had the opportunity to meet with Swiss Post CEO, Mrs. Susanne Ruoff.



NEW BOARD MEMBER



It was announced at the PostEurop 94th Management Board meeting, that **Mr. Jan Smedts**, Head of the International Affairs department at bpost (Belgium) will serve as a Member of the Management Board succeeding **Mr. Yves van Onsem**.

Jan began his career as a financial analyst in Brussels and continued as a Portfolio Manager in Paris. Afterwards he moved to London as Chief Operating Officer of Petercam Capital. In 2005 he joined Dexia and in 2006 he was appointed Director Financial Markets. Early 2010 he joined the New York Stock Exchange in Qatar where he was instrumental in the roll-out of the Qatar Exchange Program. Jan joined bpost in 2012 where he currently holds the position of Head of Economic Affairs within the Legal and Regulatory Department.

Customs alert for Postal Operators

Background on the Modernised Customs Code (MCC)

On 23 April 2008, the regulation (EC) No 450/2008 of the European Parliament and of the Council sets the Modernised Customs Code (MCC) which was aimed at the adaptation of customs legislation to integrate and govern the electronic environment for customs and trade, including postal operators. This Regulation entered into force on 24 June 2008 and was due to be applicable once its implementing provisions were in force by 24 June 2013.

However, the European Commission (EC) proposed on 20 February 2012 to revise the MCC as a Union Customs Code (UCC) before it becomes applicable for mainly two reasons:

- Only a very limited number or even no new customs IT systems were introduced in June 2013, the latest legal date for the implementation of the MCC.
- The Lisbon Treaty obliged the EC to propose amendments to all basic acts in order to align them with the Lisbon strategy regarding delegation of powers and the conferral of implementing powers.

This had an impact on the foreseen implementing provisions of the MCC, which has been discussed in close co-operation between the PostEurop Customs working group and the EU Commission. There should be a split between delegated acts and implementing acts in accordance with new empowerments in line with Articles 290 and 291 of the Treaty of the Functioning of Europe (TFEU).

The UCC was adopted on 9 October 2013 as Regulation (EU) No 952/2013 of the European Parliament and of the Council and entered into force on 30 October

2013. The full implementation will start on **1 May 2016**. The application of the provisions of the Regulation which depend on the use of electronic data-processing techniques and electronic systems will benefit from a transitional period which should not go beyond 31 December 2020.



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Until 1 May 2016 the Community Customs Code and its implementing provisions continue to apply.

PostEurop welcomes the announcement by the EU Commission that this year it will be possible to comment on the proposals of the UCC's Delegated and Implementing Acts. It is therefore essential that all European postal operators will support the work of the PostEurop Customs working group.

In an exclusive interview with the Chair of the Customs working group, Mr. Reinhard Fischer, PostEurop had the opportunity to discuss the developments and the impact on postal operators.

Can you explain which kind of legal challenges are in front of us?

With the publication of the Delegated and Implementing Acts drafts, the EU Commission has re-opened the discussion on issues which were deemed to be solved with the old Implementing Provision on the Modernised Customs Code (MCC). Therefore, we have to keep an eye on **all legal definitions** and the **clearance process** itself. Data which should be provided by postal operators as electronic information in advance or with regard to the so called temporary storage is another area of concern.

Is there any date which should be monitored by the postal community?

"With regard to the DA or IA, 1 May 2016 will be an important date."

But we should not forget that there are ongoing discussions in the Postal Export Group on the advanced electronic information. This means that there is a certain possibility for changes before 2016.

What can postal operators do to be involved in the discussions?

First of all, cooperation with their national customs authority is key. There should

be a close communication about the upcoming EU challenges, their feasibility in the operational processes and the compliance with the national legislation. As a result, Post and Customs should speak with one voice which allows a reinforced position of all EU players in the discussion with the EU Commission. For an active support, I would like to motivate all of my colleagues to participate in the PostEurop Customs Working Group. This invitation includes Non-EU European postal operators because the upcoming burden is on them as well.

"We are running out of time. I would not like to be in a position to wake up from a customs nightmare and recognise that the reality is much worse. If we want to influence the process - let's do it now." – Reinhard Fischer



You have mentioned the advanced electronic information. What is the impact on the postal process?

We should not forget that any introduction of EU import requirements for the advanced electronic information - we call it ENS (Entry Summary Declaration) - will trigger the same requirements by other countries. With regard to security requirements there is always reciprocity. But are we really prepared to capture the ENS information in every postal office, including from private consumers? What kind of cost and liability is linked

to such requirement? And how do we define the interface to the carriers on Do-Not-Load scenarios? Following the discussion on data protection, do we have a real understanding about the legal impact and the position of the European Parliament? Depending on the answers, the ENS will create a huge impact on the postal process. I do not want to speculate about sense and nonsense of the ENS information to be used for risk analysis.

With regard to the new legislation, do you see simplifications for the clearance process of postal operators?

Unfortunately, most of the old and new simplifications are now linked to the status of the Authorised Economic Operator (AEO). Because of the special type of business we are in, I find it very difficult for postal operators to apply for such a certification. Therefore we should have it on the radar what kind of simplifications can be delivered outside of the AEO concept.

Thank you very much for the insights.



The European Union Affairs Committee (EAC) Strategic Session

A fruitful meeting on the future strategy of the European Union Affairs Committee was held on 16 January 2014, at PostEurop HQ, under the leadership of its re-appointed Chair, Dirk Tirez and Vice-Chair, Koppány Mátyási.



The objective of the Strategic Session was to provide a regulatory strategy as a toolbox for all PostEurop members with the aim of developing an EAC regulatory plan to be presented at the next EAC Plenary, building consensus on the key strategic priorities and deriving value to all members working together.

The meeting was attended by the EAC working groups and monitoring activity leaders and by a majority of the EAC members. EAC leaders had the possibility to present the priorities of their activity for 2014 identifying the key regulatory challenges in their area of responsibility.

- reaction to the WIK study regarding the USO;
- the expected 5th application report;
- the 3rd Directive's implementation in each MS (especially regarding USO, financing);
- the ERGP work plan – 2014 priorities: focus on 'price caps', build dialogue with industry on USO and make market analysis and statistics;
- the EC roadmap regarding the e-commerce and our strategy/positioning on this;
- the new WIK study related to e-commerce/parcel delivery;

- the co-ordination with IPC especially with regards to the eCIP program;
- the VAT exemption legislative process;
- the possible developments in the field of SGI;
- the triologue and the comitology of the e-identification dossier;
- the Data Protection legislative process and the lobbying activities around this;
- the road charging, the 4th railway package and the initiatives on IPR enforcement (fight against counterfeiting);
- the Cyber security legislation and the possible obligation arise from this;
- the bilateral and multilateral negotiations regarding the global postal services

Among the participants was also the Chairman of PostEurop, who presented briefly the strategy and the organisational structure of PostEurop emphasizing on the EAC and its strategic objectives as presented in the PostEurop strategy and the 2014 Association Business Plan.

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A Roadmap for completing the single market for parcel delivery

On 22 January 2014, the PostEurop E-commerce Green Paper working group chaired by Wolfgang Pickavé held a meeting dedicated to the Commission's roadmap on parcel delivery published in December last year. Mr Werner Stengg from the Commission services (Head of Unit, Online and Postal Services) had accepted the invitation to join the meeting in order to introduce the roadmap. An open question and answer session allowed participants

to better understand the objectives, individual actions and expectations towards the industry. The Commission was thankful for the observations, comments and suggestions received.

The background in summary: on 16 December 2013, the Commission published its roadmap on parcel delivery as a follow up to the Green Paper on e-commerce and parcel delivery. In general, the roadmap aims at building trust in delivery services and encouraging online sales. It highlights three specific objectives:

- (1) Increased transparency and information for all actors along the e-commerce value chain,
- (2) improved interoperability, quality and affordability of delivery solutions, and

(3) enhanced complaint handling and redress mechanisms for consumers.

The roadmap attributes specific tasks to all relevant stakeholders like delivery operators, e-retailers, member states, regulatory authorities and the Commission itself. Regulatory or legislative measures are not included in the roadmap for the time being. The Commission will monitor developments during the next 18 months period and then take stock in order to assess whether additional measures are needed.

For more information please contact the Chair of the E-Commerce Green Paper Working Group, Mr. Wolfgang Pickavé. T: +49 2281823510. E: w.pickave@dphl.de



New public procurement rules for the postal sector

After more than two years of continuous negotiations including threeway discussions, the European Parliament and the Council of the European Union gave their approval on the final texts of the respective directives in January-February 2014. The adopted texts will bring great changes to the business of our postal sector.

The following 4 services are now excluded from the scope of the public procurement directives:

- added value services linked to and provided entirely by electronic means (including the secure transmission of coded documents by electronic means, address management services and transmission of registered electronic mail)
- financial services including postal money orders and postal giro transfers
- philatelic services
- logistics services (services combining physical delivery and/or warehousing with other non-postal functions)

As a consequence the postal public procurement scope is now limited to postal services - both universal and non-universal services - as well as two other services than postal services (mail service management services, specific postal items, mainly unaddressed direct mail) provided by postal operators.

The new directives were published in the Official Journal of the European Union on 28 March 2014 and can be found on the following link: <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L:2014:094:TOC>

Member States shall bring into force the laws, regulations and administrative provisions necessary to comply with the new Directive within 24 months after the twentieth day following its publication.

These beneficial developments reflect the strength of our joint efforts to have better and more appropriate public procurement regulatory framework for the PostEurop community.

For more information about the new public procurement rules for the postal sector please contact Koppány Mátyási
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The VAT and Postal Directive working groups



The Green Paper on the future of VAT (COM(2010)695 final) refers to the possible need to review the VAT treatment of the public sector (including the special VAT rules for public bodies pursuant to Article 13 of the VAT Directive and the tax exemptions in the public interest pursuant to Article 132 of the VAT Directive) as a long-standing issue within the EU. Many shortcomings of the current rules have been identified including:

- lack of neutrality (in particular: distortions of competition on the output and input-side),
- lack of harmonisation and
- complexity

The European Commission (DG TAXUD) had asked Copenhagen Economics and KPMG to

analyse the VAT rules applied to the public sector in EU member states in order to assess their impact. The aim of the research was to reduce VAT distortions and achieve a level playing field for operators. The analysis carried out by Copenhagen Economics and KPMG called "VAT in the public sector and exemptions in the public interest", was issued on 11 January 2013 and includes a study on postal sector, not carried out in the previous study of 2011 as the two directive proposal - COM (2003) 234 and COM (2004) 468 for amending Directive 77/388/EEC in order to abolish VAT exemption on public postal services - were pending. Discussions in the Council on the COM (2003) 234 and COM (2004) 468 have not progressed, therefore the Commission withdrew the proposed directive and decided to review this issue in the context of a future reflection on all exemptions in the interest of the public (follow up to VAT Communication, COM(2012) 851- White book).

The Copenhagen Economics Report has been discussed in the Fiscalis Seminar in Mestre (Italy) from 17 – 19 April 2013 - VAT IN THE PUBLIC SECTOR AND EXEMPTIONS IN THE PUBLIC INTEREST - organized by the DGTAXUD. Carlo Sauve, as chair of the PostEurop VAT working group, was invited to be present on the third panel of the Fiscalis Seminar. The subject of the panel was: "What are the sectors where major distortions arise on the output side? Is a sectorial approach towards an extension of the scope an appropriate way forward?" During the seminar it was pointed out, inter alia, that the Copenhagen Economics study does not consider the impact on the postal sector arising from regulatory and tariff aspects for universal postal operators.

While preparing an impact assessment on the VAT legislation on public bodies

and tax exemptions in the public interest, the European Commission is launching a public consultation to give all interested stakeholders a further opportunity to express their views on the issue.

In this context, considering also the relevant regulatory implications, the VAT working group agreed to publish a position paper in conjunction with the Postal Directive working group in order to express, through the public consultation, the postal operators' view and allow DG TAXUD to assess the full implications of the postal sector resulting from a reform of the VAT exemptions.



The position paper was supported, unanimously, by PostEurop's Members. PostEurop sent the position paper officially to the European Commission on 13 February 2014.

For more information about the VAT legislation for the postal sector and Working Group please contact:
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Happy Story in S.E. “Posta Moldovei”

By Henrik Soerensen

Post Danmark, Audit manager for PostEurop Process Reviews/ Assessments



In 2011, PostEurop and Posta Moldovei co-operated in a process review. Experts from 4 different European postal operators, after assessing Posta Moldovei operations, presented various projects to improve their quality performance. Following the proposals and changing the working processes in the Chisinau Sorting Centre and Office of Exchange allowed Posta Moldovei to speed up inbound international lettermail quality by one day. This is just one example.

In the autumn of 2013, the PostEurop team had a follow-up visit in Moldova to see how Posta Moldovei had progressed with all the project proposals. During this follow-up, site visits were made. One of the site visits was in the small village of Rusestii Noi, where we were invited to the home of Liuba Negru, one of the local employees. Liuba described how she is doing the delivery in her village and she had also arranged for the team to taste some local homemade specialties.

During our visit to Liuba's home, we had the opportunity to ask her about the things she

would like to see change or the delivery equipment she would like to have. To this, Liuba promptly replied that she would very much like to have a bicycle for delivery. Then everybody looked at me, the reason for that is that in Denmark we have recently replaced all ordinary bicycles with E-bikes. So everybody was convinced that I could help. I promised to see what I could do.

Back in Denmark I managed to lay my hands on a bicycle for Liuba. PostEurop looked for a transport solution and, with the help of DHL, the bike was transported to Moldova. So through international cooperation, we managed to get the bicycle to Liuba in the village of Rusestii Noi.

That was a happy story, but another happy story is to see how much work and effort Posta Moldovei in general had put in the project proposals made by the PostEurop team back in 2011 to improve the European Postal network from their side.

For more information on PostEurop Process Reviews and Process Assessments please contact Mrs. Maire Lodi, PostEurop Operations Manager. E: maire.lodi@posteurop.org



PostEurop 2014 Philatelic Forum in Essen

The world of Philately is evolving and postal operators are constantly looking at new ways to merge the traditional postal icon in an era of changing customer behaviour, new technologies and mobility. This brings us to the theme of this year's Philatelic Forum - "Innovation on Stamps", a wide topic looking at the latest trends and innovative case studies which may inspire more innovation amongst the Members.

The Stamps and Philately steering committee has specially put together a series of speakers on a variety of topics around the theme. This includes:

- Graphic design and new printing
- Stamps and smartphones, by Mrs Rašeljka Bilić
- New Marketing ideas with Google, by Mr Markku Penttinen
- Marketing through social media, by Mr Arjan Jochems
- Online sale agency Wopa, by Mr Glendon Martinez
- Sale of collectables through online auction house, by Mrs Anita Häggblom
- Stamp Market in Germany, by Mr Helmut Dallei

The Philatelic Forum took place on 7-8 May 2014 at the 24th International Stamp Fair in Essen, Germany. After the forum, participants were invited as special guests at the opening ceremony of the Briefmarkenmesse Essen, the most important stamp fair in the biggest European stamp market. There was a launching of the 2014 EUROPA stamps with Deutsche Post and a small EUROPA stamp exhibition.

For more information about the Philatelic Forum and the Stamps and Philately working group, please contact Mrs. Anita Häggblom, Chair of the Stamps and Philately working group, E: anita.haggblom@posten.ax

Leonardo da Vinci Programme, “Training partnership for Stress Management in the Postal Sector Project”

The Leonardo da Vinci programme “Training partnership for Stress Management in the Postal Sector Project” kick-off meeting was held on 22 - 23 January 2014



in Brussels, at PostEurop’s Headquarters. The kick-off meeting was organized with the excellent collaboration from PostEurop’s Health and Training working groups, which gathered 20 participants from La Poste, Deutsche Post AG, KEK ELTA, Hellenic Post, Swiss Post, Poczta Polska, Iceland Post, Posten Norge and PostEurop.

The Health and Training working groups both belong to the PostEurop Corporate Social Responsibility (CSR) Circle which promotes social, societal and environmental realities into everyday social business, increase the awareness about CSR across Europe, answering the stakeholder’s expectations and also act as a best practices sharing platform.

The Leonardo da Vinci programme is part of the European Commission’s new lifelong learning programme (LLP), which has the following objectives:

- Support participants in training to acquire and use knowledge, skills and qualifications to facilitate personal development, employability and participation in the European labor market
- improve quality and innovation
- Enhance the attractiveness of vocational education, training and mobility



The “Training partnership for Stress Management in the Postal Sector” Project will help Postal operators (PostEurop Members) to: manage the change, improve the visibility of the postal sector for the European institutions, develop mid & long term co-operation, and obtain funds to involve more countries (postal operators). While expressing the expectations from the Project the participants underlined that it will be very important and interesting to exchange best practices concerning stress management/health, to get some inspiration about the health topics and to find proper tools to identify stress factors.

The next Multilateral Visit meeting of the project will be held from 19 till 21 March 2014 in Paris, France at Le Groupe La Poste to identify stress factors, focus on evaluation tools and much more.

For more information about the Leonardo da Vinci partnership programme:

“Training Partnership for Stress Management in the Postal Sector” please contact:

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Developing a Quality Postal Service in the Digital Age Project

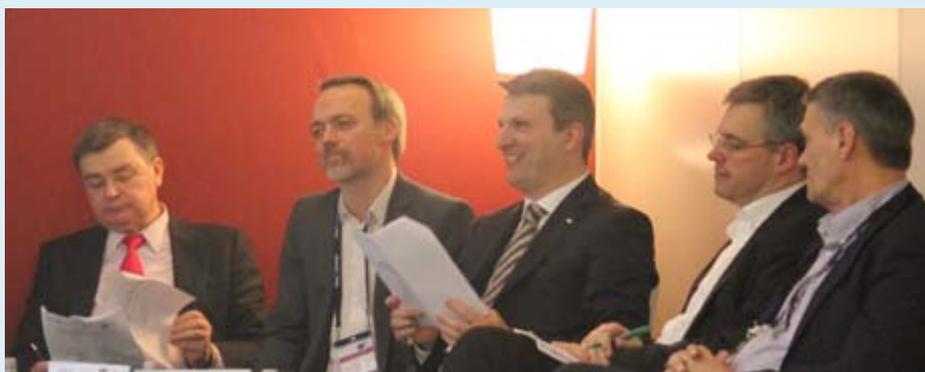
European Social Dialogue Committee for the postal sector PSE project "Developing a quality postal sector in the digital age" Final Conference, 7 February 2014

The postal sector is undergoing an intense period of transformation and in this context the European social partners from the Social Dialogue Committee have decided to take initiatives to closely monitor the main social evolutions in the sector, and the policies undertaken by postal operators and trade unions to drive the change process.

With this objective in mind, the Postal Sector Evolution project "Developing a quality postal service in the digital age" co-financed by the European Commission has been launched and conducted throughout 2013 in 6 listening sessions. The listening sessions focussed on main challenges today, work organization in sorting, retail and parcels as well as social regulation, innovative use of networks and universal service.

At the completion of the listening sessions, the Final Conference of this project took place on 7 February 2014 in Brussels. It was a highly successful event gathering more than 60 participants, including representatives from postal operators and trade unions from 24 countries, sectoral experts and European Commission high-level representatives. This conference enabled participants to discuss innovative practices in terms of work organization and to raise the debate on major issues impacting the postal sector future.

The morning session was dedicated to reporting and sharing of the main findings from the project listening sessions. These findings were discussed during round-tables and further illustrated by national testimonies from a selection of postal operators, with a particular focus on the



impact of the activities' optimization on work organization in sorting, retail and parcels.

The afternoon session was a prospective session to present forward-looking reflections. An external futurist presented the possible major challenges ahead and this was followed by the main evolution trends in the postal sector by Thierry Dieu from IPC. This was followed by a round-table gathering high-level representatives: Botond Szebeny from PostEurop, Oliver Roethig from UNI Europa, Werner Stengg from DG Market, Jean-Paul Tricart from DG Employment, Dominique Bailly and John Baldwin from the Social Dialogue Committee. During the round-table, the discussion was focussed on the impact of the diversification on the sector's perimeter, the sector's specific identity as

well as the new social challenges ahead.

You can find all the presentations and more pictures of the event on the SDC website under the following link: http://www.postsocialdialog.org/index.php?option=com_content&task=view&id=90



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

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USEFUL LINKS

Briefmarkenmesse Essen

<http://www.briefmarkenmesse-essen.de/>

The Customs Union Code

http://europa.eu/legislation_summaries/customs/do0001_en.htm

DG Internal Market

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

DG TAXUD

http://ec.europa.eu/taxation_customs/index_en.htm

IPC

www.ipc.be

SAFEPOST Project

www.safepostproject.eu

Social Dialogue Committee

www.postsocialdialogue.org



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SAFEPOST Project Update

The SAFEPOST Project Work Package 3 (WP3) - Targeting screening and threat handling solutions / WP5 - Postal Security Platform meetings took place on 4 - 5 February 2014.



WP3 is aimed at producing beyond state of the art innovative targeting, screening and threat handling solutions. The targeting system will enable more efficient selection of which parcels and letters are subject to detailed screening. The screening system will demonstrate more efficient and cost effective ways of finding suspicious items. The threat handling system will help operators deliberate on how to further process and investigate the items flagged by the screening.

WP5 is aimed at providing the SAFEPOST Security ICT Platform with semantic interoperability features to enable the development and deployment of postal security solutions in line with the Postal Security Target Operating Model (PostEurop Model).

Among all other important topics, the Common Postal Security Space and Postal Security Stamp/risk assessment were the highlight of the meeting and discussed in detail.

The SAFEPOST Project WP2 - Postal Security Target Operating Model (PostEurop Model) deliverable D2.1 PostEurop Framework - Supply Chain Security Context and Approach submission deadline to the European Commission is approaching. In order to complete the project deliverable in an efficient and good manner, a D2.1 meeting was organized at the PostEurop HQ on 19 February 2014.

WP2 is aimed at delivering a Postal Security Target Operating Model that will capture the domain knowledge in the form of reference models (strategy, organizational, process, system, technical, information and data). The primary purpose for the Postal Security Operating Model is to enable the creation of detailed requirements for subsequent work packages. This will be based upon the high level Generic Postal Supply Chain Model and a detailed understanding of the threats to the postal supply chain.

The deliverable D2.1 will start from the baseline of the work being undertaken by CONTAIN, SUPPORT and e-freight with respect to the Supply Chain Security Framework, and identify the constraints and opportunities this presents to the Postal Security Target Operating Model. An overall approach will then be established including governance, notation and tooling to enable the Postal Security Target Operating Model to be effectively created and disseminated initially amongst project members and then amongst the postal security community.

The D2.1 meeting has been very successful with outstanding inputs from the PostEurop Members Correos y Telégrafos, Le Groupe La Poste (GEOPOST), Iceland Post and Hellenic Post who participated in the meeting.

For more information on the SAFEPOST project, please contact Mr. Antonino Scribellito, PostEurop Project Manager. E-mail: antonino.scribellito@posteurop.org



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