



Advanced Electronic Solutions play a role at Posts



The world is changing rapidly and technology has taken the lead role in enhancing the way humans function. Postal businesses are affected by this transformation and they have come to accept the use of IT (Information Technology) beyond supporting the postal activities and to configure the very nature of the posts in such a way that postal operators – regardless of going on being trusted intermediaries – are also becoming truly digital.

PostEurop's **Advanced Electronic Solutions Forum** was created some years ago to look at the latest developments in communication technology and investigate how they can further develop, improve and enhance process efficiency for Members in an inspiring way. This year's forum "**Advanced IT as Strategic Tool in the New Postal Business**" which was held on 4 June 2014 in Riga, Latvia, hosted by Latvijas Pasts, addressed some key aspects of how trending new technological findings can make their way into the postal world. It also deeply explored the crucial role of advanced IT within postal organisations.

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COMING SOON

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

For more information please contact administration@posteurop.org



INNOVATING TODAY FOR TOMORROW

PostEurop Business Forum in San Marino

For more information please contact cynthia.wee@posteurop.org



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UPCOMING MEETINGS



- **23 SEP** - Terminal Dues Forum, San Marino
- **23 SEP** - REIMS Steering Committee Meeting, San Marino
- **23-25 SEP** - PostEurop Plenary Assembly & Business Forum, San Marino
- **23-25 SEP** - PostExpo 2014, Stockholm, Sweden
- **14-15 OCT** - UPU Strategy Conference, Abidjan, Ivory Coast
- **27 OCT - 14 NOV** - UPU CA, Berne, Switzerland

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From the Editor



Dear Members
and Colleagues,

In this issue of
PostEuropNEWS, you
will find a report on
the last Advanced
Electronic Forum

(AES Forum) in which I had the pleasure of participating. Whilst IT solutions have been predominantly used to improve operational efficiency, its role is becoming increasingly important and looks to help postal operators diversify and increase market offerings to meet their customer's increasing needs. What was interesting to note was the fact that so much has already been done. However, there is still so much more to do as participants learn about new ideas. There also seems to be an infinite number of topics around this subject as technology continue to develop especially in the area of robotics, microchips and programming. There are of course ethical questions which continue to haunt us. Will this further widen the gaps between generations? Will everyone pick up the necessary skills to work with new technologies? What will happen in the future?

Providing choice is also viewed to be a modern necessity and this is at the core of what the campaign Keep Me Posted EU is all about. For some months now PostEurop has been involved in working discussions with EMIP stakeholders CEPI, FEPE and Intergraf as well as Royal Mail to discuss the possibility of organising a campaign highlighting the citizen's right to choose. An in-depth feature has been included in this issue following the first steering group meeting held in July.

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

Cynthia Wee

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News in Brief

- **Innovation: La Poste France banks on French start-ups.** To cope with the drop in the volume of mail, La Poste Group is looking for ways to diversify and become a driving force for start-ups. The Group launched, on 26 May 2014, Start'inPost: an industrial accelerator that will be implemented within the Group's innovation process. € 4.8 million have been allocated to this project and its managing team, with the aim of speeding up the development of twenty-five start-ups within twelve months. The topics covered are: e-commerce, local services, connected objects and digital trust.
- **Slovenia Post signed revised Memorandum of Understanding with Customs Administration of the Republic of Slovenia.** While the first one focused mainly on the combat against drug smuggling, the latest one takes into account the key factors influencing customs inspections and procedures of today, i.e. current violations of customs legislation, especially the traffic with prohibited contents and narcotics, counterfeit money laundering as well as violations of intellectual property rights.
- **Poczta Polska (Polish Post) is preparing a new comprehensive solution for e-commerce to support the development of online stores.** In 2013, the shipments by online stores represented almost 25% of the parcel market in Poland and the Poczta Polska handled about 31% of those shipments. However, the company does not limit itself just to shipping parcels but decided to take advantage of the fast growth of e-commerce to propose additional services.



- **Partnership between Lithuania Post and CLEVY, International Logistics and Transport Company, to Ensure Cooperation with Alibaba, one of the Largest E-commerce Businesses** Lietuvos paštas has entered into a partnership agreement with the international logistics and transport company CLEVY operating in China. The latter works with companies such as Alibaba Group Holding Ltd. one of the largest world e-commerce businesses, which make 60% of items delivered in China.
- **On the occasion of the United Nations' World Environment Day, Deutsche Post DHL called its 480.000 employees for action, to participate in activities for the environment and the climate.** However, this form of engagement is not a one-time activity: the Group's GoGreen-program was launched in 2009 and encompasses the overall carbon efficiency improvement as well as a carbon neutral transport service. On 5th June, employees around the globe implemented specific environmental and charity activities, which often included customers and partners alike

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The forum kicked off with a keynote presentation from Markus Kuckelhaus of Deutsche Post DHL (DP DHL) on the Open Innovation Approach and looked at the hype around Big Data. Trend research is an important part of what DPDHL does. To look into the relevant trends it was important for DP DHL to look at how technology works in real life and also look to learn from other industries with an innovative mind-set. Big data was quickly identified as the top technology trend at that point of time, which everybody is talking about but nobody appears to be tackling it. "One of the main advantages about this hype is that we have a lot of data to begin with" stated Markus. This can be further analysed and used to reach out to customers and build new business models.

The forum puts modern technology to use and had Matthew Sweeney from Flirtey, Australia to present, via video conferencing from the US, on his knowledge and experience with Drones – another hot topic.

Pošta Slovenije having invested in IT and built their own cloud computing services believes that it will have an impact on the postal businesses, banking, sales, retail, etc. and it is a competitive area. Darja Murkovic Zigart showed participants how their internal cloud computing services began and eventually opened up to public as a new product offering in Slovenia.

Object recognition through Augmented Reality (AR) can be seen more and more on postal products. LTD DPA Latvia, Andris Brutans spoke about the collaboration projects with Latvijas Pastu on using this at retail points to reduce waiting time at counters.

Governments across Europe are digitalizing their processes and electronic

identification cards are being used more and more to ease public administration. Postecom is a subsidiary of Poste Italiane focused on the development, management and integration of internet, intranet and digital certification services. Poste Italiane Emiliano Vernini and Giovanni Brardinoni shared their experience on digital identity management and in particular PostelD and how it works for citizens through various interfaces. Security features are an extremely important part of e-identification as they further promote trust in its usage.

Allan Barrie from IPC also gave a presentation on the e-Commerce Interconnect Program, its ambitious intent for participating postal operators to provide market access to an integrated and enhanced global postal e-commerce network at pace and in a coordinated manner. IPC and PostEurop are collaborating closely to enable a Europe-wide approach within the programme.

João Manuel Melo, longstanding Chair of the AES Forum, enlightened participants about how Innovation is managed within CTT Correios de Portugal and gave concrete examples of product development, which underline the important role of any postal operator as trusted intermediary.

Throughout the AES Forum, participants discussed the inspiring ideas and identified main challenges including regulatory issues. Ideas began to brew for

next year's AES Forum.

PostEurop Business Forum in San Marino, 24-25 September 2014

Meanwhile some of the ideas have been broadened and incorporated by João Manuel Melo in the preparations for PostEurop's Business Forum "Innovating Today for Tomorrow" in San Marino on 24-25 September. Mr. Melo will be speaking and moderating at the event bringing his insights from both CTT Correios de Portugal and as Chair of the AES Forum.

The business forum aims to give Members an understanding of the future consumer and technologies trending in their daily lives. It will explore future trends which may have a direct impact on post and parcel activities as well as understand how some postal operators are addressing innovation today.

Who should attend?

All postal senior professionals responsible for Strategic Development, Commercial and Marketing areas as well as those in charge of Innovation and Development.

For more information on the AES Forum and the Business Forum please contact Mr. João Manuel Melo, Chair of the AES Forum
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NEW FACES

There are quite a few changes in the PostEurop overall organisation and here you will find the new faces and their responsible areas.

Market Activities Circle (MAC)

Mr. Marjan Osvald from Pošta Slovenije d.o.o. (Slovenia) was appointed Chair of the Market Activities Circle (MAC) as successor to Mr. Jan Sertons from PostNL (the Netherlands). Marjan, who holds a B.Sc. in Economy (Foreign Trade) from the University of Maribor, is the Director of International Mail of Pošta Slovenije since 2007. He is responsible for the daily management of international postal and logistics operations, customs operations, international accounting, international product sales management, new business development, quality of service improvement and project management. Marjan is currently a member of the PostEurop Management Board.



European Union Affairs Committee (EAC)



Ms. Mitra Qurban from Deutsche Post DHL (DPDHL, Germany) has been appointed Chair of the Transport & Energy legislation Working Group replacing Ms. Véronique Corduant who has left DPDHL. Mitra joined DPDHL's Department of Public Policy and Corporate Responsibility in 2011. Currently, she is their Senior Public Policy Manager, dealing with transport, logistics and environmental policy. She also represents DPDHL as a member of the Road and Rail Institutes and to the Sustainable Logistics Advisory Body of CLECAT – the European association of freight forwarders and logistics service providers.

Mr. Leen van de Weert from PostNL (The Netherlands) was appointed Chair of the European Union Affairs Committee (EAC) Data Protection Working Group replacing Mr. Axel Lefebvre who has left bpost. Leen has spent his entire career in the Dutch Post. He started in 1980 as an International Postal Affairs Trainee and currently holds the position of Senior Public Affairs Legal Adviser since 2006. He is in charge of handling contacts and issues with the national supervisory authority, lobbying on governmental bodies, municipalities and the employers' federation and acts as a legal adviser on business issues involving regulatory topics. Leen has also been involved in UPU activities including chairing the UPU CCPS working party 751.



The Data Protection Working Group also welcomes its Vice-Chair, Ms. Alexandra Jaspar from bpost (Belgium). Alexandra is a Senior Legal Counsel at bpost since 2005 with a focus on Intellectual Property, eCommerce, Trade Practices and Data Protection. Prior to joining bpost Alexandra worked as an Associate of the Intellectual Property and IT department at Linklaters Brussels and was a member of the Brussels Bar. Alexandra graduated with a Master in Law from the Northwestern University School of Law, Chicago-IL and graduated from the University of Brussels, Belgium. She is also a member of the IP/ITC and Data Protection groups in the Belgian in-house counsels institute.

Operational Activities Circle (OAC)

Jørgen Fischer from PostDanmark has been appointed the new Vice-Chair of the Postal Retail Network working group. Jørgen is the head of postal outlets at PostNord Denmark. He began his professional career in Post Danmark in 1981 and has played a major role in developing the sales organisation which led to the first call-center in 2003. His current responsibility includes contracts with chains of shops, customer satisfaction and the development and positive direction towards more post offices, pick-up and drop-down locations, service, standards and quality.



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CSR Circle

Daniel-Sebastian Mühlbach from Österreichische Post (Austria) is the new Vice-Chair of the Environment working group replacing Soren Boas from Post Danmark (Denmark). Daniel-Sebastian is currently in charge of Corporate Social Responsibility (CSR) at Österreichische Post AG since September 2013. Prior to this he was a consultant for PE International and a Research Assistant in the Environment and Sustainable Development Cluster at the VUB (Brussels University) Institute for European Studies and an Assistant at Ernst & Young in the Climate Change and Sustainability Services Department.



PostEurop Headquarters



António Manuel Amaral has joined PostEurop as the new Market & Intelligence Support replacing Aleksandar Kasabov who has returned to Bulgaria. António's main role will include providing permanent support for the activities of the Market Activities Circle (MAC), managing and adding value to the intelligence questionnaires and database, as well as gathering up to date postal market information. António is Portuguese and has spent the last eight years with CTT Correios, Portugal. From 2008 to 2012 he was responsible for the strategic studies and market intelligence department of CTT Correios de Portugal. From 2012 to June 2014 he worked in Madrid as management controller at CTT Correios Spanish CEP subsidiary Tourline Express Mensajería SLU.

The Citizen's Right to Choose

At the EU level and the heart of policy making, the digital agenda aims to help Europe's citizens and businesses get the most out of digital technologies. One of their primary goals is to increase regular internet usage across Europe. Whilst the internet has brought convenience and opened up opportunities for millions of European citizens and in particular the area of e-commerce, it is also the main reason for the move from transactional mail and paper consumption to online.

More and more businesses and government institutions are seeking opportunities on the digital platform, and very often customers find themselves switching to digital means and in some cases they are incentivised to choose paperless communication or even charged to continue with paper without being given the choice to choose between

digital or paper.



Keep Me Posted UK

In the UK last year, a group of representatives from nearly forty charities, consumer groups and businesses came together under the "Keep Me Posted" UK campaign in which the Royal Mail was an integral part of campaign for the consumer's right to choose how they receive important financial information such as bills and statements from banks, utility companies, media companies and other service providers without disadvantage. The campaign was a great success in the UK and received

support from other charities, pressure groups and politicians who share the interest of these groups to raise questions in their parliament. In turn, much media attention was generated raising the awareness of this issue with the public.

Elsewhere in Europe

As governments institutions and companies move more and more towards digital, regulations begin to also change elsewhere in Europe.

In Austria, the Austrian Post was involved in a consumer campaign together with their consumer organization and they managed to influence article 100 of the telecommunications act 2012 stating that "The subscriber fees shall be presented in the form of an itemized bill unless the subscriber objects. On request, the subscriber shall have the option of receiving the itemized bill on paper free of charge". The Austrian Post has launched a new campaign to further educate consumers about their right to choose.

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Similarly in France, the French Consumers Organisation “60 millions de consommateurs – Institut national de la consommation” led a similar consumer campaign and as a result a decree was adopted on 31 December 2013 which includes the obligation to provide a paper version of the bill upon simple request by the customer to telephone operators and internet service providers.

These are just two of examples of other campaigns which have had a successful influence on the regulation.

Keep Me Posted EU



**THE CITIZEN'S
RIGHT TO CHOOSE**

Inspired by the UK and similar campaigns, PostEurop together with CEPI (Confederation of European Paper Industry), FEPE (European Federation of Envelope Manufacturers), Intergraf (European Federation of Print and Digital Communication) and Royal Mail began discussions last January about setting up a similar campaign aimed at the European Institutions. Keep Me Posted EU was defined and since then the campaign has been endorsed by the PostEurop European Union Affairs Committee as well as the Management Board in June.

On 3 July, KMPEU held its first Steering Group meeting chaired by PostEurop Secretary General, Botond Szebeny. The campaign gathers support from consumer groups and charities that are representing

citizens that may be disadvantaged by a lack of choice or simply prefer paper communication. To date, the campaign has received the support of Age Platform Europe (www.age-platform.eu), ANEC (www.anec.org) and Ferpa (ferpa.etuc.org) with many other organisations showing interest.

Simultaneously, background desk research and sharing of information through partners are on-going. A campaign website fortified with information will be launched in coming months. KMPEU partners look forward to holding a new meeting in October 2014.

For more information on Keep Me Posted EU or to become a partner in this campaign please contact Cynthia Wee, PostEurop Communications Manager (E: cynthia.wee@posteurop.org) or Antonio Amaral, PostEurop Market and Intelligence Support (E: Antonio.Amaral@posteurop.org)

European Union Affairs Committee



On 15 May the European Union Affairs Committee (EAC) was held in Brussels under the chairmanship of Dirk Tirez and Koppány Matyasi, vice-chair of the EAC. The meeting built further upon the strategic session held earlier in January 2014 and it was the first meeting of

the new EAC chairmanship cycle. The meeting focused on all the regulatory issues currently under discussion at the EU level in light of the upcoming European elections.

The EAC meeting commenced with a regulatory update, presented by the leaders of the different EAC working groups. More specifically, the following files were discussed:

- the latest developments on **Transport and Energy** as well as the 4th package on rail transport;
- the EC public consultation on **VAT exemption**;
- the progress on the TTIP and TISA negotiations (**WTO/GATS**);
- PostEurop's participation in Cyber Security platform of DG Connect as well as the progress on the implementation of the **Aviation Security** regulation
- the **Public Procurement Directives** and

the impact on the postal sector

- an update on the EU legislative process on **Data Protection**;
- the adoption of the legislative framework concerning **E-identification** and the expected impact of the implementing regulations to be decided via the European Telecommunications Standards Institute (ETSI);
- the procedural rules applicable to state aid cases and the “new” **SGEI** framework
- an update on the **Standardisation** activities;
- the status of the new **Payment Services Directive** and regulation on interchange fees for card-based payment transactions.

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Second point on the EAC agenda was the state of play regarding the **E-Commerce Roadmap of the European Commission**. **Wolfgang Pickavé** gave a detailed overview of the main activities in the area of e-commerce and discussed the related EU events, including the Postal Users Forum, the European Commission's workshop on the Roadmap and the WIK study related to parcel delivery and e-commerce.

Next, **Michael Hogg**, Public Affairs Manager of Royal Mail, was invited to the EAC to present the "Keep me posted" campaign which ran in the UK and focused on the right of consumers to choose between paper and digital communication. He explained the pro-choice campaign had attracted big political support and significant media coverage. The EAC leaders discussed the proposal, presented by **Cynthia Wee**, of the EU "Keep me posted" campaign and unanimously endorsed the initiative.

Subsequently, **Cynthia Wee** presented the general outline of the European Parliament event, which is planned to be held during the latter part of the year.

EAC leadership agreed that there was a need, following the upcoming European elections, to present PostEurop and its main activities to the new incoming European Parliament members.

Lastly, **Botond Szebeny** presented an overview of the latest PostEurop activities including PostEurop's involvement and role in the eCIP Programme, focusing on the onboarding phase of Wave 3 countries and their successful transition to the deployment of eCIP. He also discussed the main activities of the other PostEurop Committees, the launch of the 2014 Europa Stamp Competition and the new issue of the CSR Newsletter & Brochure.

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The OAC shows commitment to CSR and "green" Initiatives

The Operational Activities Circle (OAC) annual meeting was held in Kuressaare (Estonia) this year and a new initiative was started there – jointly with the Mayor of the city three trees were planted at greenery next to the post office and at the historical city park. The trees were a gift from the OAC to Kuressaare recognized as a Child Friendly City (according to UNICEF) and Healthy City (according to WHO). Sponsoring such an activity reflects both the OAC and PostEurop's commitment to corporate social responsibility and our objective to support "green" projects.



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PostEurop OAC Working Groups in Tallinn

Omniva (formerly known as Eesti Post) had the honour of hosting the combined meetings of PostEurop's Quality of Service Working Group, Operations Working Group and Retail Network Forum in Tallinn last May. Meetings took place in the great historical National Library of Estonia. Mr. Mait Sooru, a Member of the Management Board of Omniva, welcomed the delegates and spoke about the decrease of traditional letter mail volumes and how digital data exchange is becoming more and more important.

The first day of the meeting was dedicated to the **Quality of Service Working Group** session in the morning. The theme was "day-to-day quality management". This combined with the **Operations and Retail workshop** in the afternoon, themed "retail and delivery separation – benefits, best practices". The day included many interesting presentations by PostNord/Denmark, Georgian Post, Estonian Post, Posta Moldovei, Pošta Slovenije etc.

The second day began with site visits to the main post office of Omniva, delivery center and several parcel machines where test mailing was done successfully. (This time Nuno Bettencourt was the judge and he received a "sweet letter"/chocolate D+1 from pack-station next to his hotel.) It was followed by the Retail Network Forum annual meeting where Omniva gave a presentation of their current retail network and its developments, and Chairman of the group Mr. Bruno Sattler organized an interesting workshop on training of retail staff.

Around 40 people from 24 countries participated and contributed to the successful annual joint meeting. The weather was summer-like and the social dinner on the first evening gave the participants an even greater chance to share practices and exchange thoughts. Omniva was very happy to host such an event in cooperation with PostEurop and to welcome everybody back in Estonia!

Ms. Katre Vahtra
Project Manager
Omniva

For more information on PostEurop Quality of Service Working Group, Operations Working Group and Retail Network Forum please contact Mr. Finn Kristiansen (E: finn.kristiansen@posten.no), Mr. Ján Bojnanský (E: bojnansky.jan@slposta.sk) and Mr. Bruno Sattler (E: Bruno.Sattler@DeutschePost.de) respectively.

Feedback on Process Assessment: Organization of bigger special delivery units of JSC “Kazpost”

In 2011, a Process Review was carried out in JSC “Kazpost”. One of the proposals of improvement covered delivery optimization in big cities, i.e. organizing bigger special delivery units instead of having delivery in each post office. In June this year the Process Assessment team was happy to see how this proposal works in reality.

Here are some Best Practices from our JSC “Kazpost” colleagues.

In 16 regional centers of the Republic of Kazakhstan, delivery services were optimized and enlarged and bigger special delivery units were created, in which all (or part of the) delivery units were integrated. Postmen were also transferred:

- delivery offices were reduced from 293 to 156
- delivery routes were reduced from 730 to 654

Results of delivery optimization - Improvement of control at work of postmen (decrease of 26% of complaints about the service quality of postmen);

- Increase of whole percentage of registration of postal items in the system
- Reduction of delivery standards of postal items in connection with earlier delivery of postmen
- Split of the functions of reception and delivery of postal items allowed to strengthen control at work of counter employees while the heads of post offices are busy with one particular activity: reception or delivery

Almaty is one of the 16 cities where



bigger special delivery units were established. One of the features of Almaty is a large territory, which consists of 324, 83 km².

It has a population of 1,4 million. The city average density of population is about 5,000 people per km².

Most of the financial institutions of the country are gathered in this city (37 banks, 23 pension funds, 7 local government offices, 8 tax committees, more than 20 courts of law). There are 8292 serving legal entities and 319,432 PO boxes.

Now, the work towards the integration

of delivery units of Almaty still continues. However, there are some difficulties in merging the delivery units of post offices in the outskirts of the city, as it would increase travel expenses. So, in each case, these problems would be very carefully considered and worked out in order to search for optimal solutions.

According to the results of joint work of delivery service in the Almaty Post Office branch of JSC “Kazpost” and apart from the above mentioned common results of this project, the following has been achieved:

- Delivery standards were improved
- Economy of costs due to the reduction the number of sorters
- Economy of transportation costs
- Flexible working hours of delivery units of post offices (If the postman will have holiday or in case of hers/his illness, the unit is distributed between other postmen and it is being paid for an expanded zone of delivery)

Currently, JSC “Kazpost” continues to take actions for the optimization of delivery services.

It is planned to establish processing and delivery units at the level of regional and city branches in 2015.

Saule Yegemberdyieva,

Director of Postal Business Department, JSC “Kazpost”

Nadezhda Zaburina

Head of organizational and operational division of postal services, JSC “Kazpost”



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Stamps and Philately Steering Group takes steps on future activities

After a successful Philatelic Forum in Essen last May, the Stamps and Philately Steering Group met in Brussels on 26 June 2014 to discuss the next steps. The steering group discussed the positive feedback received so far with regards to the Philatelic Forum and a few ideas for further improvement were noted for future Philatelic Forums



The team also discussed the feedback with regards to the 2016 EUROPA competition – “Think Green” and it was agreed that the team will work on engaging postal operators and present their ideas at the next PostEurop Management Board meeting.

Future EUROPA themes were also discussed in which suggestions were received from participating postal operators and listed according to the various categories. The list is being circulated to all members of the Stamps

and Philately working group to ensure that the best theme will be selected for 2017 and 2018.

EUROPA Stamp competition

Whilst the steering group met at bpost headquarters, invited philatelic experts met at PostEurop headquarters to deliberate in the third consecutive EUROPA Jury competition. Winners of this competition will be announced at the Belgian Philatelic Grand Prix event on 20 September 2014 which will take place at the

Brussels City Hall.

Meanwhile, the online EUROPA stamp competition launched successfully on 9 May 2014, Europe Day, and votes are streaming in at a steady pace. The online competition will end on 31 August 2014 and winners of both competitions will be announced at the PostEurop Plenary Assembly on 24 September 2014 in San Marino.

EUROPA stamps at the International Briefmarkenmesse Essen Exhibition

During the special exhibition of EUROPA stamps issued in 2014, a lucky draw was held and three winners were awarded a small gift as a token of appreciation for participating in the draw.



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

Corporate Social Responsibility

The second edition of the CSR good practices Brochure will soon be released. It will be first presented at PostEurop's Plenary Assembly in September. With 54 good practices collected from 24 European operators, this initiative was once again a great success. Not only does this publication highlight the importance of employees' well-being for postal operators but they also show the continuous dedication of the sector in all societal issues as well as its innovativeness in matters concerning the environment.

In order to further promote the dynamism of postal operators who contributed to this Brochure, the CSR

circle has decided to select three of these practices as “Coups de Coeur”. Indeed, one operator per theme (Employees, Society and Environment) will be rewarded during the Plenary Assembly in San Marino. This distinction aims in particular at recognizing the innovativeness, potential of transferability and contribution to the performance of the selected initiatives.



For more information on CSR, please contact Mrs. Nathalie Ganzel, Vice-Chair of the CSR activities circle
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European Project Leonardo da Vinci Programme, First Multilateral Visit

The first multilateral visit of the European project "Training Partnership for Stress Management in the Postal Sector" was held in France, from 19 to 21 March. On the agenda, identification of tools and stress factors...



The Stress at work can cause an increase of absenteeism, turnover, accidents at work and ultimately have a significant impact on productivity. Some international studies estimate that between 3 to 5% of GDP is the cost of stress at a global scale. Thus, the development of preventive approaches is now essential.

The European project "Training Partnership for Stress Management in the Postal Sector" aims to identify the main stressors and training solutions to promote prevention in this area. The partners have analyzed eleven assessment tools and presented the results of the evaluation process implemented in their own organizations. An initial mapping of stress factors was developed. Swiss Post presented its prevention program "I feel good" and the e-learning training addressed to managers in order to assist them in detecting the stress of their collaborators. Similarly, Deutsche Post AG shared the PsyGA tool, developed in cooperation with the University of Aachen and explained how to use assessment tools such as the WAI (Work Ability Index) and SALSA (Salutogenetic Subjective Work Analysis). Moreover, ELTA and KEK ELTA S.A. shared the results of their stress evaluation questionnaire developed in cooperation with the National and Kapodistrian University of Athens, as well as an assessment of training needs and methodologies.



Another part of the visit was intended to inspire innovative training programs for operational managers or human resources experts already implemented in some organizations. These courses are designed to help managers identify stress in teams and to act upstream so that they will quickly find concrete solutions. It was also an opportunity to discover the Institute of Management, a new program launched in January by Le Groupe La Poste. The Institute offers new learning experiences, focused on the human dimension and on the development of its employees, supporting people in change management to help develop their quality of work life.

On the equipment side, a visit to the mail production platform in West Paris was the opportunity to test new tools for handling, that aim to lower the arduousness of work, and hence the stress at work.

Conducted over two years (2013-2015), the program encourages sharing "best practices" on the topic of training in the identification and management of stress. In this context, other Multilateral Visit meetings will take place in partner countries: a Workshop in Greece in October 2014, a Workshop in Switzerland in January 2015 and the Final Conference in France in May 2015.

For more information about the Leonardo da Vinci partnership programme: "Training partnership for Stress Management in the Postal Sector" please contact Mr. Antonino Scribellito, PostEurop Project Manager. E-mail: antonino.scribellito@posteurop.org and Ms. Nathalie Ganzel E: nathalie.ganzel@laposte.fr



USEFUL LINKS

Age Platform Europe
www.age-platform.eu

ANEC
www.anec.org

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

DG Internal Market
http://ec.europa.eu/internal_market/index_en.htm

Deutsche Post DHL Future Trends
http://www.dpdhl.com/en/logistics_around_us.html

Ferpa
ferpa.etuc.org

Keep Me Posted UK
www.keepmeposteduk.com



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SAFEPOST Project Update

The SAFEPOST Project Work Package 6 (WP6) – SAFEPOST Project Pilot meeting took place on 22 and 23 May 2014 in Zaragoza, Spain. PostEurop, the coordinator of the SAFEPOST Project, is the leader of WP6 which is aimed at organizing full scale demonstrations of SAFEPOST based solutions in order to evaluate the feasibility and the benefits of the SAFEPOST approach. This will help in acquiring post operations related data, handling it, exchanging it, sharing it and in screening and optimizing the distribution chain. The Demonstrators plan and way forward was discussed in detail. This also gave an overall picture of the activities to be carried out in WP6 in the near future.



On 25 June 2014, Mr. Antonino Scribellito responsible for PostEurop Projects was invited to represent the SAFEPOST Project at the 12th International Petersberg Conference "Future of the Postal Outlets" where InPoSec project was featured in the conference program of the Federal Association of German Postal Service Providers. InPoSec – Integrated Postal Security Project is a Franco-German research project whose main goal is to increase the security level of postal supply chains. The project follows the government-subsidy goals of the German-French program "Research for Civilian Security".

The annual SAFEPOST Project Partners Forum and the Project Board meeting were held in Reykjavik, Iceland on 2 - 4 July 2014. The Partners Forum meeting was organized for two days where several important matters were discussed. Each work package leader presented the work carried out until now and next steps to be taken in order to accomplish the tasks and produce deliverables successfully. The Project Board meeting, chaired by Mr. Antonino Scribellito on 4 July had been fruitful with crucial decisions made by the Project Board with respect to each Work package. The Project Board meeting also gave the opportunity to have the helicopter overview and to evaluate the smooth running of the SAFEPOST Project.

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