

PostEurop NEWS

Your semestrial link to the postal industry

JUNE 2015



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FROM THE EDITOR



Dear Members and Colleagues,

You may have received the new and frequent e-newsletter **PostEurop Snapshots** which gives our readers a brief overview on what is happening across the association. We have received very positive feedback on our timely Snapshot issues and readers are also able to keep up to date with news published daily on the PostEurop website.

At the same time, we reviewed PostEuropNews and in particular its content and frequency to ensure that it continues to complement other publications and meet the reader's requirements. This newly redesigned issue consists of a variety of articles reporting on the beginning of 2015 with April and May being particularly busy periods.

Without a doubt, there has been a flurry of activities around our E-Commerce topic across the association in line with the growing market needs and the regulatory environment. Parcels are addressed alongside mail items at PostEurop.

PostEurop's labour in the Keep Me Posted EU campaign are starting to bear fruits with up to 15 MEPs signing up to the pledge. The EUROPA stamps continue to gain popularity. Not only was the EUROPA campaign launched in May, the winner for the following year's joint stamp motif competition was announced. The CSR group has begun its third round of collecting CSR best practices for their next publication.

Looking further ahead, whilst preparing for our upcoming plenary assembly in Cyprus this October, we've asked Mr. Andreas Gregoriou, Director of Cyprus Post in a special interview to tell us more about Cyprus Post, as hosting postal operator.

With that, we hope that you enjoy this issue of PostEuropNews.

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> Find out more about us on www.posteurop.org

Today, it has never been better for customers to send parcels in Europe

affirmed Moya Greene, CEO of Royal Mail Group

Delivery prices are very much set by the market and reflect the characteristics of parcel deliveries in the various countries.

Frank Appel, CEO of Deutsche Post DHL

COVER ARTICLE

Rising to the Digital Single Market challenge

Contributing to the European Economy

As the new Commission settled in their offices following elections, there was immediate buzz around a renewed Digital Single Market Strategy led by Vice-President Andrus Ansip and Commissioner Günther Oettinger, as one of the Commission's top priorities. It is no secret that the Commission is pushing for a more digital society to ensure that Europe does not fall behind internationally in the internet age.

Leading up to the publication of the Digital Single Market strategy on 6 May, the Commission has held various meetings and discussions with relevant parties affected by the new strategy. This included European Postal Operators through the coordination of PostEurop. The most prominent for postal operators would be the meeting on 16 April 2015 between, 21 European Postal Operators CEOs, Vice President Andrus Ansip and Commissioner Elżbieta Bieńkowska. The meeting addressed the implementation of the Industry Initiative and the pricing of cross-border parcel delivery in the context of the Commission's broader Digital Single Market strategy.



(...) participants agreed to continue with the fruitful dialogue between the Commission and the postal operators!



Affordable Delivery

Responding to the commission's concern on delivery charges, Postal CEOs had the opportunity to provide more insights on the current competitive market situation. In particular they underlined the driving forces behind the pricing of parcel delivery services in order to better understand their structure and levels across the EU. "Delivery prices are very much set by the market and reflect the characteristics of parcel deliveries in the various countries" explained Frank Appel, CEO of Deutsche Post DHL.

A well advanced postal Industry Initiative

During the office of the former Commissioner Michel Barnier, PostEurop Members from the EU28 countries as well as from Norway and Iceland launched an industry initiative to improve interoperability and quality of cross-border delivery, with the objective of facilitating the growth of e-commerce across Europe.

Postal CEOs had the opportunity to provide the Commissioners with an update on the progress made to date. Citizens and companies, especially SMEs, are already benefiting from the developments made. "Today, it has never been better for customers to send parcels in Europe" affirmed Moya Greene, CEO of Royal Mail Group during the meeting.

Vice President Ansip stated in the meeting that they "are aware of the efforts and want to keep the promise on no regulation for the parcels market, and build on what has been done". To which Commissioner Bieńkowska added that they "count on the proper implementation of the industry commitments".

A common approach to better understand the market

Based on a suggestion to go for a common market analysis, the participants agreed to continue with the fruitful dialogue between the Commission and the postal operators. Specific emphasis should be given to improve the understanding and transparency of how the market is structured and functioning.

This was further emphasised when PostEurop promptly responded and welcomed the European Commission's Communication "A Digital Single Market Strategy for Europe" published on 6 May 2015. Postal operators will continue to support the Commission in its endeavours to remove obstacles of cross-border online transactions. Contributing to the growth of e-commerce is an important part of their business strategy. They have taken up market challenges and are strongly investing in infrastructure, services and solutions.

For more information, please contact
Botond Szebeny – botond.szebeny@posteurop.org

EVENTS

Upcoming events in 2015

8 > 10 JUNE

World Mail & Express Europe
Conference & Exhibition - BELGIUM

9 JUNE

World Mail Awards - BELGIUM

23 SEPTEMBER

Marketforce's 3rd Annual
Future of E-Commerce Delivery - LONDON, UK

29 SEPTEMBER > 1 OCTOBER

PostExpo - PARIS, FRANCE

SAVE THE DATE

14 & 15 OCTOBER

Leading the Change at the PostEurop Plenary Assembly - CYPRUS

26 NOVEMBER

Advanced Electronic Solution Forum - BONN



SEE ALL OUR EVENTS ONLINE:
> www.posteurop.org/calendar

For more information please contact
administration@posteurop.org

THE ASSOCIATION

A new Vice-Chair of the Aviation Security working group

Inge van den Bulk from PostNL was appointed the new Vice-Chair of the Aviation Security working group, under the European Union Affairs Committee (EAC) in April.



Inge began her career in a trading company before joining PostNL in 1986. She started out then as an investigator and eventually became a trained Security Manager in 2001. Her tasks included attending meetings at the UPU as part of the Postal Security Group and Dangerous Goods working group. Five years later

she was appointed head of the investigation department for international. Since October 2014, Inge is PostNL's Manager for Dangerous Goods and Special Projects at PostNL.

Inge replaces **Frederic Jonsson** from PostNord and will support **Philippe-Alexandre Ellenbogen** (Le Groupe La Poste) in this active working group.



THE ASSOCIATION

Cyprus Post – More than meets the eye

An exclusive interview with Mr. Andreas Gregoriou, Director of Cyprus Post

The 2015 PostEurop Plenary Assembly will be held on 14 and 15 October in Limassol, Cyprus hosted by Cyprus Post. In an interview with Mr. Andreas Gregoriou, Director of Cyprus Post, PostEurop had the opportunity to get to know the island post a bit better.

PostEurop: Mr. Gregoriou, PostEurop would like to sincerely thank you for hosting the upcoming Plenary Assembly. Can you tell us a bit about Cyprus?

Mr. Gregoriou: With pleasure! Cyprus is the third largest island in the Mediterranean after Sicily and Sardinia, with an area of 9,251 square kilometers and a population of 865.900, out of which 71,9% are Greek Cypriots, 9.5% are Turkish Cypriots and 18,6% are foreign residents. It is an independent state since 1960 and a member of the European Union since 2004. It has a long and turbulent history attributed to its strategic geographical location at the crossroads of three continents-Europe, Africa and Asia. It is an island with 10.000 years of history and civilization which is apparent by the numerous archaeological sites, castles and Byzantine Churches scattered all over.

Cyprus has a diverse landscape with pine clad mountains, rugged coastlines and beautiful beaches. The variety of landscapes contributes to the richness of the flora and fauna of the island. Due to its size, it is very easy to enjoy a refreshing swim and within minutes to find yourself in the pine scented forests of Troodos mountains.

In addition to the cosmopolitan cities, the visitor can enjoy the hospitality for which Cypriots are known in the small villages found in the rural areas. Cyprus can fulfill the expectations of the most demanding visitor, whether it is for business or pleasure!



P.E.: What were the main reasons for your decision to host the next Plenary Assembly and what are some of your expectations?

A.G.: We saw the organization of the Plenary as an opportunity to demonstrate to our colleagues the Cypriot hospitality and at the same time to “test” ourselves in the organisation of a demanding event. After all, it was something that we proposed back in 2012 on the occasion of the Cyprus Presidency of the European Council, which did not materialize.

By participating every year in the respective Plenaries we have gathered experiences which will be helpful in the successful materialization of the Cyprus Plenary. We look forward to welcoming our colleagues in Cyprus!

P.E.: Would you mind telling us a bit more about Cyprus Post activities?

A.G.: Cyprus Post (Department of Postal Services), is a government department under the jurisdiction of the Ministry of Communications and Works. It is the appointed Universal Service Provider by virtue of the Regulation of Electronic Communications and Postal Services Law of 2004 and its subsequent amendments. Cyprus Post operates in a liberalized postal environment and it engages in the traditional postal services as well as value added services such as local and international courier, money transfer and provision of services to the public on behalf of other government departments. At the moment, it has a network of 53 Post Offices and 435 Postal Agencies serving all rural communities.

The Cyprus Government has identified the need to provide Cyprus Post with autonomy in order to face the challenges, therefore, a study has been assigned to an advisory firm in order to evaluate the various forms of autonomy and submit its proposal and roadmap with the implementation date to be 1/1/2016. Therefore, Cyprus Post is in the midst of fundamental changes!

Cyprus Post is in the midst of fundamental changes!

P.E.: Looking ahead what is Cyprus Post's overall mission and strategy? What would you say are the key challenges for you and for postal operators in general?

A.G.: The challenge that the Postal Organizations globally face is the sharp drop in the volumes of the traditional mail due to the substitution by technology and how this affects their revenues and their long term perspectives. This is more apparent for Cyprus Post whose revenues derive at 96% from postal services and 4% from non- postal ones, making it a core issue of the strategic planning. More specifically, our challenge is how to fully utilize our infrastructure (network of postal offices and staff), in order to offer new added value services (postal and non-postal), and how to increase the revenues generated by the existing postal services. After all, our mission is “the provision of reliable, quality and efficient universal service as well as other innovative value added services by utilizing our network and infrastructure to better serve the citizens-customers”.

P.E.: The two part theme of our plenary assembly and business forum is “Leading the Change”. How do you see European Postal Operators lead the change in the industry?

A.G.: The postal industry is probably the industry that faces the greatest challenges in its effort to reposition itself in

today's evolving and constantly changing world, both at an individual and business level. The technological leaps

that we have experienced during the last few years may lead to completely opposite outcomes. Postal operators that do not adapt are doomed to obsolescence whereas those who can take advantage of the new opportunities can thrive. No one can underestimate the revolution that e-commerce has brought and the way it has affected the way consumers behave and how businesses operate. The Postal Operators have a crucial role to play and they should be the protagonists. They need to work proactively in order to shape changes in a positive manner. The Postal Operators should not resist to change that it is inevitable and it is happening around us on a daily basis. On the contrary, they should pursue change in order to offer the services their clients expect and eventually ensure and strengthen their usefulness and role to individuals and businesses alike.

P.E.: Thank you so much Mr. Gregoriou for this unique opportunity to get to know you and your organization. We very much look forward to a successful event in October.



About ANDREAS GREGORIOU

Mr. Andreas Gregoriou was appointed Director of the Department of Postal Services on 1st February 2008, after his selection by the Public Service Commission.

Mr. Gregoriou was born on 13th April, 1965. He served his military service in the National Guard and then studied at Athens University where he received his degree in Economics from the Economist Department in 1988. In 2006 he was awarded a Master's degree in Public Management (MPSM) from the Cyprus International Institute of Management (CIIM).

He worked in the private sector from 1988 to 1992 and then began his career in the Public Service.

He was recruited in the Inland Revenue Department in 1992 and worked until 1993. Then he joined the Department of Customs as a Customs Examiner in 1993 and worked until 1996. In 1996 he was hired as an Officer in the Value Added Tax Service and worked until 2002. During his service he was seconded to the Directorate of Tax Policy of the Ministry of Finance for the period 1999 to 2001.

In November 2002, he was appointed Senior Officer responsible for financial and legal issues at the newly established Office of the Commissioner of Electronic Communications and Postal Regulation (OCECPR) where he worked until January 2008. During his service, he was among others responsible for regulating the postal sector in Cyprus with the transposition of EU Directives into the national legislation.

REGULATORY

E-commerce Green Paper WG

Working hard for success

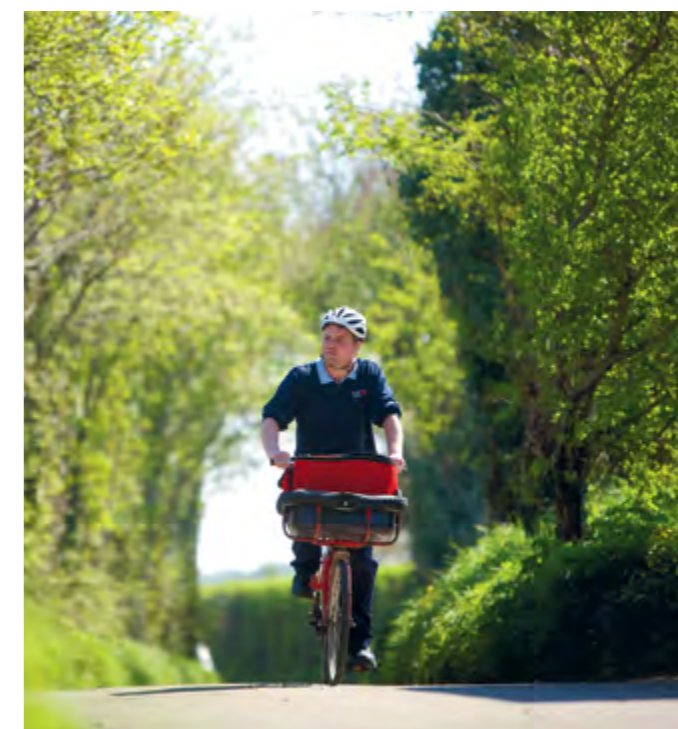
The communication on the e-commerce related parcel delivery activities of the European postal operators continued to be the top priority for the work of the E-commerce Green Paper Working Group under the chair of Wolfgang Pickavé (Deutsche Post DHL). The focus was in particular to communicate on the Industry Initiative and the progress made on the fulfilment of its commitments given to the Commission.

The Industry Initiative

The Industry Initiative was established in 2013 by the European posts in response to the concerns raised in the Commission's Green Paper on parcel delivery. They committed themselves to improve the delivery of parcels cross-border with five specific commitments on delivery options, seamless return solutions, a lightweight product, customer service and a harmonised label concept. The Commission confirmed the market driven approach, allowing in its Roadmap on parcel delivery for an 18 months period of time (mid 2015) the market to develop prior to considering further measures. The Initiative builds upon a close co-operation amongst postal operators, PostEurop and IPC with its technical and operational support.

Communication towards the European Commission

The communication process started in July 2014 with a comprehensive first status report delivered to the Commission. This was followed by a meeting between the CEOs of the operators involved and the former Commissioner Michel Barnier in September 2014. As the implementation of the commitments is strongly supported by IPC and its e-commerce interconnect programme (eCIP), detailed information on the development of the technical and operational systems and platforms was given to the Commission in December 2014. Building upon the technical meeting, a "market" meeting took place end of January 2015 with a focus on the market activities by the individual operators related to the commitments of the Industry Initiative and beyond. Operators from all across Europe gave a snapshot of their delivery options and innovations, the roll out of return solutions, tests of new products and services, logistical re-designs, transparency on services and specific solutions or support for SMEs. The Commission services highly appreciated the "very impressive" presentation. They invited the e-commerce group to continue reporting on the Industry Initiative, especially as an input to the political discussions on parcel delivery in the context of e-commerce.



CEO meeting with the European Commission on the Digital Single Market Strategy

On invitation by Vice President Ansip and Commissioner Bieńkowska 21 CEOs came to Brussels to present the progress made by the industry initiative and to discuss affordability and pricing of cross-border deliveries. Vice President Ansip underlined that the Commission did not intend to adopt a price regulatory measure for cross-border parcel services, but requested more price transparency. This was confirmed with the publication of the Digital Single Market Strategy on 6 May. Complementary to the self-regulation exercise of the Industry Initiative, the Commission will launch measures to improve price transparency and enhance regulatory oversight, which is scheduled for the 1st half of 2016. Moreover, a consultation was launched by DG GROW on cross-border parcel delivery. And as agreed in the CEO meeting, the working group kicked off a technical dialogue with the Commission which will be followed by workshops on dedicated topics. We can safely say that there are sufficient challenges and workload to keep the e-commerce working group busy also in the future.

For more information about the activities of the E-Commerce Green Paper Working Group, please contact **Wolfgang Pickavé** – wolfgang.pickave@dphl.com

The focus was in particular to communicate on the Industry Initiative and the progress made on the fulfilment of its commitments given to the Commission.

OPERATIONS

Vienna in May: Eurovision and OAC & MAC Days!

On 27-28 May in Vienna, PostEurop Operation Activity Circle (OAC) and Market Activity Circle (MAC) organised a joint event focussed on “E-Commerce challenges – optimizing processes for the right products.” This event took place in the headquarters of our gracious host, Österreichische Post.

E-Commerce was high on the agenda from both the operations and market perspective. “Without good operations it is not possible to fulfil customer expectations. We should continue to improve our processes and be ready for new market needs” said Jurgen Lohmeyer, Chair of the OAC. The opportunities presented by the growth in digital trends are exciting and postal operators are uniquely positioned to deal with both the physical and digital aspects. “Print and digital go together and posts have both in hand” said Marjan Osvald, Chair of the MAC.

Going straight into the latest market trends, speakers gave different perspectives of how postal operators can support the delivery of the EU’s Digital Agenda and reflect on the sustainability of the traditional postal business. Mrs. Jasmin Battista, Member of the Vice-President Andrus Ansip Cabinet at the European Commission (EC) presented the Commission’s newly released Digital Single Market (DSM) strategy, giving participants first-hand insights into the Commission’s plan. Through PostEurop’s E-Commerce Green Paper working group led by Mr. Wolfgang Pickavé, there are several activities in place already and PostEurop is in regular dialogue with the Commission. A view from a Small and Medium Enterprise (SME) was presented by Mrs. Tadeja Belak Šafhalter from FLEGIS, Slovenia. FLEGIS is a company which sells dental products online to both businesses and customers



- provided an excellent example of the specific requirements and expectations SMEs have when it comes to delivery of their products. In a second session, participants were invited to learn more about the latest achievements and perspectives for the future, in the context of E-Commerce, through a wide spectrum of our members (Harald Kunczier from Austria Post, Natallia Piletskaya from Belarusian Post, Rauno Stüff from Omniva – Estonia and Alberto Pimenta from CTT Correios de Portugal).



(...) participants had the opportunity to engage in an innovative “market place” session.



With some key learnings behind us, participants had the opportunity to engage in an innovative “market place” session which was designed to present the wide spectrum of activities and services that OAC and MAC can offer. They were encouraged to get up-close and personal with Chairs of the various operation activities (Quality of Service WG, Operations WG, Retail Network WG, Terminal Dues Forum, Advanced Electronic Solutions Forum) and market activities (Stamps and Philately, Keep Me Posted EU campaign – EMIP, PrintPower) working groups who were also recognised experts in their own areas. This interactive and informative session allowed open dialogue and also generated new ideas.

The event finally concluded with a visit to the Austrian Post sorting centre.



In a short span of time, the two day joint-event provided ample information and opportunities. The positive repercussions of the event were even perceptible on Twitter.

Participants were already looking forward to the next OAC or MAC activity. The very good feedback is encouraging both circles - OAC and MAC - to also expand the cooperation and to set up more combined initiatives. We will keep you posted!

For more information about the event and activities of the Operation and Market Activities Circles please contact **Maire Lodi** – maire.lodi@posteurop.org or **Antonio Amaral** – Antonio.Amaral@posteurop.org respectively.

You can find all the material of this conference in PE extranet.



“Very interesting discussions @PostEurop conference on ecommerce, getting a better understanding of the business, tks”
tweeted Jasmin Battista

POST Luxembourg

OPERATIONS

PostEurop Retail Network Forum in Luxembourg

In May this year, Post Luxembourg hosted the annual meeting of the PostEurop Retail Network Forum in the heart of Europe. 14 delegates from 10 postal operators met in the Melia Hotel in Luxembourg City to discuss retail affairs.

The evening prior to the meeting, the participants were delighted to have seen the Prime Minister of Luxembourg during a city walk – certainly by coincidence. During a social dinner in a restaurant nearby, there was plenty of time to share best practices regarding retail topics and other postal affairs.

On the day of the meeting, Mr. Bruno Sattler, Chairman of the forum, and Mr. Jean-Pierre Gauthier, Head of the Sales Network Department from Post Luxembourg, welcomed the participants. Jean-Pierre explained the network of Post Luxembourg, which includes a telecoms section. Two interesting presentations covering the topic “New products in retail outlets” followed: The first one by Deutsche Post about gift and payment cards, the second one about product exposure and packages, especially for Easter promotions, by PostNord.

All delegates participated actively in the workshop when postal operators presented their concepts in the field of motivating retail staff to increase sales.

After lunch, participants visited two retail outlets, a large one located in a shopping mall and a smaller one. There were discussions with retail staff on site and customers.

Antonio Amaral, PostEurop Market and Intelligence Support also talked about the latest developments in the market activities circle.

Maire Lodi, Operations Manager at PostEurop, invited the participants to further participate in the valuable future retail meetings and emphasized that the working groups are member-driven and depend on the active participation of postal operators in Europe.

The next retail Network Forum is planned to be held in Iceland on 26 May 2016.

For more information about the activities of the Retail Network Forum, please contact
Bruno Sattler – bruno.sattler@dpdhl.com

(...) there was plenty of time to share best practices regarding retail topics and other postal affairs



OPERATIONS

PostEurop Quality of Service and Operations Working Groups

What is PostEurop for a newcomer?

"We have a new arrival – please introduce yourself" – said Finn Kristiansen – Operations and Network Director at Posten Norge AS and Chair of the PostEurop Quality of Service WG after I entered the conference hall in Mercury Hotel where the Quality of Service and Operations WGs meeting was held on 5 and 6 May in Riga, Latvia and where my first experience with PostEurop started (by the way it was quite successful).

I introduced myself. Looking at representatives of European Postal Administrations; I knew some of them only by correspondence and was happy to see them. Finally I saw Maire, from PostEurop who gave me a chance to be among the highest professionals in the postal field.

Having been already 5 years in Russian Post, working with accounting and international relations in EMS first and all kinds of mail logistics and operations now I do understand more and more that Post is something unusual – the more you learn – the less you know.

What has impressed me the most? For sure it was the warm atmosphere during our two day meeting, the extremely high level of specialists presenting there, these people's wish to simplify the postal processes and find the best solutions for everyone with minimum expenses, everyone's willingness to work as we are not from different countries but as we are one country working in 1 Post.

We had 2 days of hard work listening about new projects and applications to use such as CDS and ADS for example, comparing our results in quality, talking about EDI (finally it's in Post!), planning our future separately and together.



From all of these working positive moments I will never forget visiting Latvijas Pasts Sorting Center. After meeting with operational process we left outside and saw... trees! New trees which we had to plant – altogether! Maire told me later that it is an OAC tradition – to plant trees in the country where PostEurop gather for OAC events.

What is PostEurop for me? It's a sign of union, giving new life to trees, making our life greener, like giving new life to new ideas, uniting European countries Postal Administrations.

My special thanks to my dearest colleagues from Latvijas Pasts, Maire and Finn from PostEurop for such a great meeting, welcoming us and such an unforgettable experience to be closer to

my colleagues from other countries and to feel the happiness of planting!

Now I have my own tree in Riga – its number 9! Lucky number! Thank you and hope see all of you soon!

Yours faithfully,

Natalia Efremova
FSUE "Russian Post"

For more information about the Quality of Service Working Group or the Operations Working Group please contact
Finn Kristiansen – finn.kristiansen@posten.no
and Ján Bojnanský – bojnansky.jan@slposta.sk

OPERATIONS

PostEurop Terminal Dues Forum

PostEurop Terminal Dues Forum workshop and meeting were held in Tbilisi, Georgia on 24 -25 March 2015.

The workshop is a follow-up to the Jurmala, Latvia session held in August last year. It was mainly focused on practical exercises and demonstrations of the IPS system, for PostEurop and RCC countries that will move from the UPU transition system for terminal dues and quality of service to the target system. The evaluation made at the end of the meeting showed that participants were very satisfied with the outcome of the workshop.

As usual the main focus of the Terminal Dues meeting was on the on-going work within UPU POC Committee 3 – Physical Services Committee – and the Letter Post Remuneration Group (LPRG).

"Georgian Post was proud to host the well-attended Terminal Dues Meeting and workshop, with so many participants from across Europe. Apart from the discussions and knowledge sharing, it was also a way for us to introduce who we are, our culture and traditions." Mrs. Svetlana Avaqova, Georgian Post (Georgia)

The next meeting will take place on 22 September 2015 in Malta.

For more information about the activities of the Terminal Dues Forum please contact
Sissel-Elin Bakkeby – sissel-elin.bakkeby@posten.no



MARKET

Celebrating the 60th Anniversary of EUROPA stamps with “Think Green” in 2016

In March, PostEurop announced Cyprus Post as the winner of the “Think Green” joint design competition. The design from Cyprus Post artist, Ms. Doxia Sergidou, was chosen amongst 24 outstanding entries. Posta Slovenije and Magyar Posta followed in second and third place respectively.

A total of 24 designs were submitted based on the chosen theme, to compete for the honour of having their image on the 2016 EUROPA stamps. Up to 216 confidential votes were received from 36 PostEurop members whose designs were anonymously published. Based on the number of votes received, the design from Cyprus Post emerged as the winner. The second place went to Posta Slovenije and in third place, Magyar Posta.

The stamp motif is the work of Ms. Doxia Sergidou (see photo on the right) explained that the main purpose of the design was to show that it is in our hand to create a greener planet. The hand at the top side of the stamp basically represents anyone of us, actively replacing the grey colour (the environmental pollution) with the green colour which symbolizes environmental living and hope, and in turn inspire us for a better world.

The left side of the stamp represents a polluted world and is painted grey depicting the tremendous disaster caused by the industries, automotive vehicles, power generation and inefficient waste. In contrast on the right side of the stamp, is the green side which depicts how using renewable energy resources, acting in a more environmental way and becoming more environmentally aware could positively affect the environment. This will ultimately have a positive effect in our generation and help them to co-exist in harmony.



“The impact of our activities on the Environment is an area of high priority for European postal operators and the multitude of initiatives across Europe inspired the theme linked to Europe’s ecology - Think Green. Once again the designers have pulled through taking on this challenging theme and produced some magnificent entries. A lot of thoughts have gone into the designs and we would like this special 60th issue of EUROPA stamp to help build a legacy for the future generations” exclaimed Anita Häggblom, Chair of the PostEurop Stamps and Philately working group from Åland Post.

“In the last 60 years, Europe has gone through a tremendous change but the initial concept still remains. We are happy with the outcome of this design competition and would like to thank all 24 entrants for taking the time to articulate in a special design what is quite complex in today’s world.” concludes Mr. Botond Szebeny, PostEurop Secretary General.

The award ceremony will be held at the upcoming PostEurop Plenary Assembly to be held on 14 October 2015 in Cyprus.

For more information about the activities of the Stamps and Philately working group please contact
Anita Häggblom – anita.haggblom@posten.ax



The impact of our activities on the Environment is an area of high priority for European postal operators (...)

Anita Häggblom, Chair of the PostEurop Stamps and Philately working group from Åland Post

MARKET

The 2015 EUROPA Stamp Competition “Old Toys” was launched on 9 May

PostEurop launched the best of the EUROPA Stamp Design online competition for this year on Europe Day in May with the theme “Old Toys”.

In a digital growing world, it is becoming more common for children to grow up playing video games and watching television. This year’s EUROPA competition theme brought back many nostalgic memories on the toys which played a role for many Europeans growing up. The classical teddy bear, toy cars or rag dolls are favourites amongst children; some were even handcrafted toys and authentic pieces of art which inspired many children’s imagination and creativity. These old toys are often shared with other children and also helped them bond and connect with each other. To sum this nostalgia we look upon the words of Portuguese writer Fernando Pessoa that states – “When I remember these toys I had as a boy growing up, a sensation of tears warms my eyes...”

“I remember a time when handcrafted toys made us interact with other children and some developed our imagination with endless playing possibilities. Looking at the wonderful entries we have received this year, it is interesting to appreciate the variety of toys and note the similarities in which some countries had portrayed the same toy. This shows how despite having different customs, our roots are quite equal.” concluded Anita Häglblomm, Chair of the PostEurop Stamps and Philately working group from Posten Åland.

For more information about the EUROPA competition please contact
Antonio Amaral – antonio.amaral@posteurop.org

So, philatelic designers delved into a part of Europe’s history between the 30’s and the 80’s, to work on their country’s interpretive designs and create the artworks that we here on display. As in previous years some postal operators continue to use Innovative technologies such as Augmented Reality (AR) and QR Codes to bring these old toys back to life.



MARKET

Growing Support from MEPs for the Keep Me Posted EU Campaign

Keep Me Posted EU is a campaign promoting the citizen’s right to choose how they receive important information – paper, digital or both, without being penalised. This information includes tax forms, election documents as well as bills and statements from service providers. It is not an anti-digital campaign but a pro-citizen-choice campaign promoting the inclusion of vulnerable consumers at European level.

Central to the campaign is the Keep Me Posted EU Pledge, which European organisations and Members of the European Parliament (MEPs) are called upon to adopt. The pledge asks supporters to:

1. Offer all citizens the choice of receiving information through paper correspondence as a standard offer.
2. Refrain from penalising in any way, any citizen for preferring to receive information through paper correspondence
3. Require prior consent from citizens before ceasing to send paper documents.

Over the last months, the Keep Me Posted EU campaign has been focussed on gathering support from Members of the European Parliament (MEPs) who have signed up to the pledge. Sixteen MEPs have already signed up as supporters and the campaigners hope to increase its political support in the coming weeks.
www.keepmepostedeu.org/supporters

We have also developed a brochure for distribution during meetings and events. Please do not hesitate to ask us for copies of this brochure.

This support and promotion will culminate in an event to be held in the European Parliament hosted by a supporting MEP in September.

For more information about the activities of Keep Me Posted EU please contact
Cynthia Wee – cynthia.wee@posteurop.org or
Antonio Amaral – antonio.amaral@posteurop.org

What can I do to support the campaign?

You can also sign up as a supporter, give your opinion or share your experience on citizen’s choice at:
www.keepmepostedeu.org/what-can-i-do



MARKET

Technical revision on the workflow of the Intelligence Network

PostEurop's intelligence Network is undergoing a technical revision.

In March, the Market Activities Circle (MAC) of PostEurop held a technical revision on the workflow of the current PostEurop Intelligence Network "Kick Off" meeting at the Brussels HQ. The objective of the meeting was to launch the work of an ad-hoc group focused on reviewing the current Intelligence workflow during this first semester of 2015. This revision aims to improve the service rendered to our Members, and in turn achieve higher satisfaction and recognition of the importance of such a platform for exchange of best practices whilst fully observing our strict compliance policy.

This meeting was successfully chaired by PostEurop Market & Intelligence Officer, Mr. António Manuel Amaral. Secretary General, Mr. Botond Szebeny opened the session and addressed the key note remarks.

In total 12 PostEurop Members (Austria, Denmark, Croatia, Estonia, France, Germany, Italy, Netherlands, Romania, Russia, Slovenia and Sweden) participated in this meeting, where it was agreed on the establishment of a Task Group with the objective to present a revised workflow proposal of the Intelligence Network to be approved in the Cyprus Plenary Assembly, next October.



CORPORATE SOCIAL RESPONSIBILITY

CSR Best Practices

The PostEurop CSR activity circle launched a call for submission process for the 2015 brochure of CSR best practices.



The earlier two editions have enabled the CSR activity circle to collect around 100 practices from more than 30 European postal operators on key CSR issues, which in turn helps PostEurop to further promote the postal sector's unique role in CSR. Initiatives will be in three main categories: Social, Societal and Environment.

This year's edition comes also with a new contest: the CSR "Coups de Coeur". This prize will reward within each of the 3 categories, one particularly outstanding practice. All practices published in the CSR Brochure will be eligible for the CSR Coups de Coeur ¹.

A carefully explained selection procedure is in place which includes both internal and external CSR experts. The winners will be announced during PostEurop Plenary on 15 October 2015 in Cyprus.

For more information on the CSR Awards and publication, please contact
Ms. Nathalie Ganzel – nathalie.ganzel@laposte.fr

1. Within the limit of 3 practices by operator. If more practices are provided, the operator will need to select the 3 that will run for the Coups de Coeur

COMMUNICATIONS

New e-newsletter! PostEurop Snapshot

The PostEurop Snapshot, a monthly electronic newsletter was launched earlier this year to all members and stakeholders.

This communication basically highlights the recent news items and activities across working groups, circles and committees, allowing readers to follow the happenings in the sector as well as share the information with other intended persons.

Due to the success of this electronic newsletter, PostEurop reviewed the content and frequency of its PENews publication for the benefit of its readers.

To subscribe to the newsletters please contact
Cynthia Wee, PostEurop Communications Manager – cynthia.wee@posteurop.org

EUROPEAN PROJECTS

Leonardo da Vinci Programme

Leonardo da Vinci Programme – “Training Partnership for Stress Management in the Postal Sector Project”. Third Multilateral Visit and EU-OSHA Benchmarking & Exchange of Good Practices in EU-OSHA Healthy Workplaces Campaign Partner meeting.



(...) the group also identified training needs based on main stress factors results.

The PostEurop Leonardo da Vinci Programme “Training Partnership for Stress Management in the Postal Sector Project” Third Multilateral Visit meeting took place on 27-29 January 2015 in Bern, Switzerland with the active participation of PostEurop, La Poste, Hellenic Post, KEK-ELTA, Swiss Post, bpost, Deutsche Post and InoSalus.

Mr. Pascal Clivaz - Deputy Director General of UPU welcomed all the participants on behalf of Mr. Bishar Hussein – Director General of UPU. He also thanked PostEurop for the excellent co-operation.

Mr. Ulrich Hurni, Member of the Board of Swiss Post, PostMail director was also present at this occasion. During the three day workshop, among other topics, the group also identified training needs based on main stress factors results. A very interesting visit to the Swiss Post logistics center “Yellowcube” was organized for the participants.

Referring to the Leonardo Da Vinci project, PostEurop was selected as an official partner of the “manage stress” campaign organized by the European Agency for Safety and Health at work. During an event organized by EU-OSHA on 5– 6 March 2015, PostEurop and La Poste attended the Benchmarking & Exchange of Good Practices meeting held in Brussels.

On the evening of 5 March, a special ceremony was held to welcome the new official partners in the EU-OSHA campaign in the presence of Mrs. Marianne Thyssen European Commissioner for Employment, Social Affairs, Skills and Labour Mobility. Mrs. Thyssen highlighted the importance, relevance and impact

that this campaign has in companies today and mentioned the PostEurop project as one of the most interesting initiative. Mrs. Christa Sedlatschek, Director of the European Agency for Safety and Health at Work in her speech highlighted that PostEurop will be organizing the Final Conference of Training Partnership for Stress Management in the Postal Sector Project in Paris, France where Mrs. Sedlatschek has been kindly invited.

At this important ceremony, PostEurop was represented by its Secretary General – Mr. Botond Szebeny, Senior Project Manager – Mr. Antonino Scribellito, Assistant Project Manager – Mr. Waqas Ahsen, Communications Manager – Mrs. Cynthia Wee and Communications Assistant - Mr André Feio. Also present at the event was Mrs. Nathalie Ganzel, Project Coordinator of LDV - Training Partnership for Stress Management in the Postal Sector and also as a representative from Le Groupe La Poste (France). Both PostEurop and Royal Mail received Official Campaign Partner certificates.

For more information about the PostEurop Leonardo da Vinci Programme “Training Partnership for Stress Management in the Postal Sector Project” please contact Mr. Antonino Scribellito – antonino.scribellito@posteurop.org



EUROPEAN PROJECTS

SAFEPOST Project

At ITOM

From 19-21 January 2015, PostEurop was invited to participate at the ITOM (Illegal trade on online Marketplaces) Project workshop. Mr. Antonino Scribellito actively participated to the Project workshop.

The goal of this workshop was to get customs and postal service partners from the EU member states to join the ITOM project for the coming one and a half year. The workshop was aimed to explore the possibilities of undermining the physical process of sending/receiving postal packages containing illegal goods, such as drugs and weapons. The expected result was the creation of an operational network that will implement some of the interventions identified during the workshop. Mr. Scribellito presented the SAFEPOST Project, its excellent latest developments and the work carried out so far.

At InPoSec

PostEurop attended the InPoSec - Demonstrator meeting event that took place on 17 March 2015 at La Poste HQ in Paris, France. InPoSec is a project created by a Franco-German partnership in order to protect and improve the security in the postal network through the implementation of new scanning technologies that can help to identify in a more efficient way, new possible threats that can jeopardize civil security.

The objective of the meeting was to present an overall InPoSec project supported by context and its goals. The meeting was held in order to demonstrate, the methodology and process of the new Innovative Scanning Technologies such as: THz Millicam, THz Spectroscopy and Ion Mobility Spectroscopy (IMS).

PostEurop was represented by the Senior Project Manager, Mr. Antonino Scribellito as well as the Assistant Project Manager, Mr. Waqas Ahsen following up the kind invitation of La Poste. In his speech Mr. Scribellito underlined the connection and excellent cooperation between SAFEPOST and InPosec Project. He also added that both projects have the same goal and target to achieve "to increase the security level of postal supply chains in an efficient manner".

For more information about the SAFEPOST project please contact Mr. Antonino Scribellito - antonino.scribellito@posteurop.org



EUROPEAN PROJECTS

UPU-PostEurop

Quality of Service and supply chain improvement Project – an integrated regional approach (SEE countries)



The second follow-up quality of service and supply chain improvement workshop for the Designated Operators of the countries in South-Eastern Europe (SEE) was held on 10-11 March 2015 in Podgorica, Montenegro. The workshop was organized as part of the program of the joint UPU PostEurop strategic regional project "Quality of service and supply chain improvement in the Europe and CIS countries."

PostEurop was represented by the Senior Project Manager Mr. Antonino Scribellito. This meeting was organized and promoted by the UPU and PostEurop with the objective of fulfilling one of their key missions and essential objectives from the Doha Postal Strategy that was adopted at the 25th UPU Congress, through improving the Quality of Service in the South-East Europe region.

The meeting was opened by a welcome speech from Montenegro Post CEO Mr. Milan Martinovic, followed by message from UPU Director General read by Mr Youriy Spiriev, and Mr. Antonino Scribellito.

The progress and improvement of the QSSC performance, was reviewed and had its action plans and performance reports discussed, with the support of numerous presentations by the Designated Operator Project Managers from: BH Posta, Hrvatska Posta Mostar, Poste Srpske, Montenegro Post, Serbia Post and Turkish PTT. All the participants also had an opportunity to hear and discuss the many presentations from UPU and PostEurop specialists on the subject.

For the postal operators in the South-East Europe region, quality remains an absolute priority, as confirmed by RCC and PostEurop during the regional prioritization process. Strengthening quality of service capacity should allow for improvements to the overall quality of service and to operations along the entire supply chain.

For more information about the UPU-PostEurop - Quality of Service and supply chain improvement Project please contact Mr. Antonino Scribellito - antonino.scribellito@posteurop.org

UPU Regional conference on postal sector reform and development for the SEE countries

As part of the program of the UPU Regional Project, the UPU Regional Conference on Postal Sector reform and development for the SEE countries "Supporting countries of Europe and the CIS in the process through the UPU's IPDP methodology" was held in Skopje, the Former Yugoslav Republic of Macedonia on 24 and 25 March 2015. The conference was attended by FYROM Government, UPU, PostEurop and CERP representatives.



Postal reform is underway, but not yet complete, in several countries of Europe and CIS region. There is a need to promote and strengthen the reform activities relating to governance and regulation, and to help countries revamp and institutionalize the sector, in line with the fundamental requirements of the global network.

In this context the regional conference was organized in order to provide an opportunity to discuss and support the reform process, exchange experiences related to the process, seek possibilities for financing the postal reform and discuss the conditions and prospects for the financing of postal reform projects by regional donor organizations. Mr. Scribellito, PostEurop

Senior Project Manager presented the Project Management best practices and funding opportunities in the South-Eastern Europe region. Among other important topics the implementation of a structured postal reform coaching approach and the UPU action plan for postal sector reform in the south-eastern European countries 2015-2016 was presented.

For more information about the UPU Regional Conference on Postal Sector reform and development for the SEE countries please contact Mr. Antonino Scribellito - antonino.scribellito@posteurop.org

NEWS FROM MEMBERS

HUNDREDS OF CHILDREN FROM ALL OVER RUSSIA DREW PICTURES IN HONOR OF THE VICTORY DAY

Russian Post has received hundreds of letter with creative works from different regions of Russia dedicated to the 70th anniversary of Victory in the Great Patriotic War as a result of an all-Russian drawing competition for philatelic products. "The youngest competitor is 5 years old, among other participants there are professional artists, art school and university students," Natalia Romanova, the sponsor and social projects manager, told us. "The winner's work will be selected as basis for philatelic products issued in honor of the Victory Day anniversary".



MALTAPOST PROVIDES TRAINEESHIP TO 16 YOUTH WORKERS UNDER THE YOUTH GUARANTEE SCHEME

MaltaPost is one of a select number of companies in Malta that has agreed to host placements of young workers under the Youth Guarantee Scheme. This Scheme is focused on supporting young people under 25 years to obtain the necessary skills and training to find jobs. The programme which is aimed to reduce youth unemployment in Malta is administered by the Ministry of Education and Employment.

Through this scheme, MaltaPost gave 16 young workers the opportunity to experience work within the company for a period of 12 consecutive weeks. MaltaPost subsequently retained a number of these young workers at the end of their work exposure, for a further traineeship period of six months against European Social Fund.

On 2 March 2015, the Prime Minister of Malta Joseph Muscat and the Minister for Education and Employment, the Hon. Mr. Evarist Bartolo addressed a Press Conference at MaltaPost Head Office in connection with the Youth Guarantee Scheme. He was greeted by the Chairman of MaltaPost, Mr Joseph Said, as well as the CEO, Mr. Joseph Gafa' and the Board of Directors. They also visited various departments in MaltaPost and met these 16 young workers on their place of work.



THE FIRST RUSSIAN STAMP DEDICATED TO POSTCROSSING

In January the Russian Post issued a new postage stamp dedicated to Postcrossing – an international project for postcard exchange. The postage stamp has a value of 23 rubles and depicts an envelope with the inscription "I love Postcrossing" against symbols of world cities in the background. The stamp is available in all main post offices

of Russia. Most participants of the Postcrossing project come from Russia. So far more than 62 thousand of Russian citizens actively exchange postcards, and the number is growing approximately by 300 people a day. Over the last 5 years almost three million of postcards in frame of the Postcrossing project were sent from Russia.

"FOCUS ON EUROPEAN FUNDS AT ROMANIAN POST"

Romanian Post conducted a training program for its employees through projects financed by structural funds for Romania for the period 2007-2013 under the European Social Fund, with the period of implementation until 2015. The European Social Fund takes into account the relevant priorities and objectives of the European Community in the field of education and training, increasing the participation of people economically inactive in the labor market, combating social exclusion, especially that of disadvantaged groups such as the persons with disabilities, promoting equality between men and women and non-discrimination.

Through these training programs, over 1,000 Romanian Post employees have obtained additional qualification as security agent, project manager or public procurement specialist, so many of them could be employed in new positions. "I trully believe that european funds can represent the best solution in developing key-programmes in companies that need considerable capital for development", Mr. Alexandru Petrescu, CEO at "Posta Romana", said. The General Manager of the largest romanian company is fully focused on broadening this essential segment into financing other investment needs of the company. For this purpose, there are specialised departments in Posta Romana that manage the strategy and development of European Social Fund.



POCZTA POLSKA IS ONE OF THREE WINNERS OF THE EMS COOPERATIVE CALL CENTRE OF THE YEAR AWARD 2014

The EMS Cooperative Call Centre of the Year Award was created by the EMS Cooperative (one of the UPU bodies) to recognize call centres providing the best quality replies by means of Rugby - Global System. The awards were presented at the 2015 EMS General Assembly in Berne on 22 April 2015. To be eligible for the EMS Customer Care Awards, candidates must meet the following criteria:

- be a member of the EMS Cooperative;
- operate the Rugby System each month of the year;
- replying with 98%* or higher on-time rate each month;
- have no outstanding inbound inquiries each month.

The candidates were divided into three groups: large, medium and small, according to their inbound inquiry volume. The winners were Japan for large group, United Arab Emirates for medium group and Poland for small group.

This is an achievement that Poczta Polska can be very proud of.





YOUR LINK TO POSTAL EXPERTISE

If you have any comments or any questions about this newsletter
or if you would like to contribute to the content please contact:
communications@posteurop.org

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