

# PostEurop NEWS

Your semestrial link to the postal industry

DECEMBER 2015



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## FROM THE EDITOR



Dear Members and Colleagues,

**2015 went by at the “blink of an eye” and we find ourselves wishing everyone Happy Holidays. However, before we say goodbye to the old year, this issue of PostEuropNews takes into consideration some intense activities from summer till the year-end, in the respective areas.**

In this issue you will find various articles from all activities area. In particular, you may be interested to know more about the important decisions made at the Plenary Assembly and what that entails. Readers will also have the chance to read in-depth about the impact the EU Public consultation on Modernising VAT for cross-border e-commerce has on the postal sector.

This is an increasingly important issue for the sector which should not be ignored. In addition, the relatively new retail area has spurred the Retail Network Forum to explore the true potential of postal retail. In today’s digital age, it is also important to learn how online shopping or e-retail can be integrated in a seamless way. The article invites posts to join the discussions in the upcoming meeting in Reykjavík.

Looking forward to 2016, the PostEurop community will have another busy year ahead according to the business plans approved at the Plenary Assembly. There will be continued focus on growth areas as well as innovation. Engagement in both the EU and International regulatory area is fundamental to ensure that the European Postal operators have their say. Hence, we can look forward to capturing the activities such as the spring Plenary Assembly in Armenia and autumn in Istanbul as well as the UPU Congress, in our upcoming newsletters.

We also look forward to your ideas and suggestions for future issues.

*With that, we hope that you will enjoy this issue of PostEuropNews and we would also like to take this opportunity to wish you all a successful year 2016.*

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> Find out more about us on [www.posteurop.org](http://www.posteurop.org)

THE ASSOCIATION

# Cyprus Plenary Assembly

The PostEurop Plenary Assembly this year was held from 14 till 15 October in the sunny island of Cyprus, hosted by Cyprus Post. Participants were greeted with a warm welcome from Mr. Andreas Gregoriou, Director of Cyprus Post before proceeding with mandatory issues.

## Mid-Term Strategy Review Proposal

Important discussions took place after the Chairman Jean-Paul Forceville's presentation on the management board mid-term strategy review proposals. Jean-Paul reported the outcome of the member survey on activities in which a high level of satisfaction was expressed in relation to the functioning as well as the relevancy of the respective objectives.

As proposed by the EAC and further approved by the management board the lobbying strategy will give a renewed boost to future lobbying activities. The new intelligence questionnaire network version 2.0 with multiple systematic improvements was approved and will be implemented in the coming months by PostEurop headquarters. The management board will also further work on a long-term approach to the PostEurop accumulated reserves and the non-EU (South and Eastern Europe) request for externally funded projects. Lastly, PostEurop's further participation in the European Social Dialogue Committee for the postal sector was acknowledged by the Management Board.



## UPU Regional Strategy Conference

Led by Aimé Theubet, Chair of the UAC, participants had the opportunity to discuss key learnings from the Doha Postal Strategy as well as the key issues leading up to the Istanbul World Postal strategy to be held in September 2016. Interactive panel discussions were organised around the three main goals and European Postal Operators were able to provide their inputs in lively discussions. Finally, a dedicated session on the UPU Vision 2020 concluded the day.

For more information about the Cyprus Plenary Assembly please contact **Botond Szebeny** [botond.szebeny@posteurop.org](mailto:botond.szebeny@posteurop.org)



## Why Perception Matters

As an industry, when we see ourselves from our own perspective, it can be entirely different than how others perceive us. And we may be quite surprised to learn what they're thinking! Perception is almost everything. Not only does it play into how others choose to communicate with us, it also dictates how successful our interaction together is.

Given that the postal sector is known for being more inward looking and in some cases "postal brands" convey a backward looking traditional image, PostEurop decided to address this challenge at its business forum. Melanie Faithfull-Kent, COO of Hill + Knowlton Strategies, delivered an eye-opening keynote speech about today's rapidly changing world in which customers are demanding more conversation and influencing our brands through sharing. This communication shift in demand has given the influencing power over to the consumer for example, on TripAdvisor restaurant ratings are based on the word-of-mouth given by other customers. The more positive feedback ensures an increase in ratings.

Today, more and more brands need to protect themselves through engaging ideas and build their reputation in new and transparent ways. Melanie spoke in length about the crucial role CEOs play in the reputational area and the know-how may come from outside the postal industry. It boils down to changing attitudes and approaches, ensuring that each employee understands the impact of business on the lives of customers – the bigger purpose.

According to Melanie, it is fundamental to identify the purpose of our existence to enable each organization to further build their stories. With this, the postal sector can plan and define its positions towards stakeholders before communicating.

For the first panel discussion, PostEurop invited several top executives from Cyprus Post, Omniva and the Georgian Post to present their respective case studies on how they managed their brand and perception.

Nicholas Hadjiyiannis, Chairman of the Committee of the Cooperative Central Bank in Cyprus delivered the second keynote presentation. PostEurop's delegates had the opportunity to learn about the radical restructuring and rebranding process which the bank has undergone following the emergence of new trends and regulatory requirements.

Finally, PostEurop invited a group of experts to present how various aspects of the organization dealing with customers can be given the opportunity to address the issue.

PostEurop will continue to address more challenges at the upcoming Plenary Assembly in Yerevan, which will take place on **20-21 April 2016** at the Marriott Hotel. **Join us!**

For more information on the PostEurop Business Forum please contact  
**Cynthia Wee**  
[cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org)



EVENTS

## Upcoming events in 2015

**25-29 JAN**

**SAFEPOST Project**  
DEMO Meeting - GREECE

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**27 JAN**

**Letters & Parcel Working Group meeting** - BELGIUM

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**28 JAN**

**UAC Plenary** - BELGIUM

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**8-26 FEB**

**UPU POC and CA** - SWITZERLAND

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**20 & 21 APRIL**

**PostEurop Plenary Assembly** - YEREVAN, ARMENIA

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**SEE ALL OUR EVENTS ONLINE :**  
> [www.posteurop.org/calendar](http://www.posteurop.org/calendar)

For more information please contact  
[administration@posteurop.org](mailto:administration@posteurop.org)



## APPOINTMENTS

# Since the last issue we have seen the following appointments :

### PostEurop Management Board



**Dirk Tirez** replaces Jan Smedts, who joined the Cabinet of the Deputy Prime Minister and Minister of Security and Home Affairs of Belgium.

Dirk Tirez is the Group General Counsel and Corporate Secretary of bpost responsible for the corporate, legal, regulatory and strategic departments of bpost. He has been with bpost now for nearly 12 years. Dirk is also a member of the board of directors of Women on Board. He is multilingual and the author of numerous publications in the area of European securities laws and regulations. Prior to bpost, Dirk has held several positions including as member of the Executive Committee, General Counsel and Company Secretary of Easdaq, (which later became NASDAQ Europe, a subsidiary of The Nasdaq Stock Market, Inc.) and as counsel to the Office of Mr. Philippe Maystadt, the Belgian Deputy Prime Minister, Minister of Finance and Foreign Trade. He was also associated with international leading law firms (Cleary, Gottlieb, Steen & Hamilton and Covington & Burling) and worked both in New York and Brussels, as an attorney admitted to the New York and the Brussels Bars.



**Aimé Theubet** is currently the Director of International Affairs of Swiss Post. Since August 2015, Aimé became a Member of the Management Board. With more than 20 years' experience in his activity area, he is a recognised senior director both within the company and the international postal sector.

Aimé began his career in postal operations before joining the Swiss Post Headquarters and eventually became the Director of International Affairs. He holds a Bachelor degree in Business Economics and a Masters in Management as well as a Masters in International Relations. Having left an imprint on the postal sector over the years, he is no stranger to big international postal gatherings, including those of the UPU and its Restricted Unions. He was distinguished for organizing the UPU Congress in Geneva, for driving the successful Swiss campaign for the position of VDG of the UPU, and for his election within the UPU Quality of Service Fund Board of Trustees.

As an active member of the UAC since 2005, Aimé has a perfect knowledge of the inner workings of PostEurop. No doubt he will very quickly feel comfortable with his new duty thanks to his political shrewdness and negotiating acumen.



**Patrik Blomberg** has been appointed a Member of the Management Board replacing Troels Thomsen, a long standing Board Member who has officially retired from Post Denmark A/S (PostNord Denmark), after many years of service. Troels has played an active role in the development of PostEurop and contributed very tangibly in the

area of promoting the postal industry interests, especially in the regulatory field where he has been an active exponent of the postal agenda vis-à-vis the EU Commission and the UPU.

Patrik Blomberg has been working for PostNord AB since 2007. Until 2011 he worked as corporate counsel and since the beginning of 2012 he works as Senior International Advisor at PostNord AB and Head of International Relations at PostNord Sweden. He is responsible for the implementation of new international strategies as well as for the external representation of the Swedish part of PostNord. At PostEurop, Patrik participates actively in the regulatory activities of the European Union Affairs Committee (EAC) as well as in the activities of the UPU & Restricted Unions Affairs Committee (UAC). Patrik holds a Master degree in law from the University of Lund (Sweden) and prior to joining PostNord AB he worked as a lawyer at a business law firm. He also served as board member in several companies.

## APPOINTMENTS

### The European Union Affairs Committee (EAC)



**Mrs. Elena Fernández** from Correos (Spain), a former member of the PostEurop Management Board and Chair of the UPU and Restricted Unions Affairs Committee (UAC), has been appointed as the new Chair of the **European Union Affairs Committee**, taking over the leadership from Dirk Tirez.

Elena Fernández has been performing her duties as the Head of International Affairs and Regulation Department at Correos, Spain, for more than 10 years now. In addition to a Bachelor Degree in Law from the Universidad Complutense of Madrid, and a Master in International Relations and Foreign Trade by Aliter Business School (Madrid, Spain) and the University of Berkeley (California, USA), Elena has also passed several post-degree seminars and courses on Strategic Management and Assessment of Public Policies, Private-Public Interest Management and Advocacy. Moreover, she is a specialist in Planning and Management of Development Cooperation Interventions by the Organization of American States and has a Graduate Level Course on Business Communication.

In addition to her responsibilities linked to the International Affairs Area, she acts as advisor of the President & CEO of Correos on international and regulatory affairs and ensures alignment of the international and regulatory policies with corporate strategy.

### Operations Activities Circle



Two Vice-Chairs of the Quality of Service Working Group, **Ms. Natalia Efremova** and **Mr. Marko Grden** were appointed following the 99<sup>th</sup> Management Board meeting.

Natalia is the Chief Specialist of International postal items department of Logistics Unit in FSUE "Russian Post" specialising in international operational and quality processes on EMS, CP and LC. Prior to that, Natalia managed the international relations and agreements from 2012 till 2014. She has been actively involved in the majority of Russian Post international projects, relations with IPA and working in cooperation with

UPU and IPC. She is in charge of the implementation of EDI and ITMATT projects, and works closely with international applications such as GCSS, Cape Vision, QCS, STORM, fully responsible for international operational processes, OEs, reports and quality performance. Born in May 1983, she graduated in linguistics and intercultural communication in 2004, and she is fluent in Russian and English.



Marko began his professional career at Pošta Slovenije in 1993. He has been actively involved in the majority of Pošta Slovenije's international projects, involving cooperation both with public and private postal operators. Working in cooperation with UPU, he was in charge of the implementation of computerized procedures at the Exchange Office for international mail flows as Deputy Head of the Exchange Office. As a nominated Project Manager, he was responsible for conducting a series of internal staff trainings regarding the express mail acceptance procedures from the clients. He currently works as Adviser in International Mail and has been involved in setting the operational standards for EMS and namely EPG, where he has been active since the end of 2005, when Pošta Slovenije joined the EPG group. He actively participates in the Interconnect Programme dealing mostly with returns, end-to-end transit times and pricing issues. Born in August 1972, Marko graduated from the Vocational college of Postal Traffic and Telecommunications and has a BSc degree from the Faculty of Maritime Studies and Transport of the University of Ljubljana. He is currently finishing his master's degree studies in International Business Management.



Vice-Chair of the Advanced Electronic Solutions Forum, **Dahlia Preziosa** was appointed following the forum at DHL Innovation Centre in Bonn, Germany.

Dahlia is the Senior Vice President of Online and Innovation Management at the Österreichische Post AG "Austrian Post" since 2013. She is responsible for the development of all digital consumer activities/focus, online offer and innovation within the company. Prior to that, Dahlia had an interesting career in which she worked for various companies including: Peek & Cloppenburg, ProSiebenSat, Yahoo! Qype and Fly.com. She has held different Management positions that helped to implement and launch new media and marketing strategies,



E-Commerce services and cross Marketing campaigns. Born in August 1975, she graduated in Business Administration in 1999, and she is fluent in German, English, French, Spanish and Italian.

### The Corporate Social Responsibility Activities Circle



**Mr. Richard Sandjivy** from Le Groupe La Poste has been appointed as the new Chair of the Environment Working Group, taking over from the long-standing chair of Ms. Stéphanie Scoupe, also from Le Groupe La Poste.

Richard Sandjivy has been part of Le Groupe La Poste since 2000 in different branches as Division Manager, bringing his expertise in management, quality, diversity, ethic and sustainable development. His international background (French, Vietnamese and English) gave him the opportunity to work with multicultural teams. Since 2009, Richard Sandjivy manages the Ethic, Quality, Sustainable Development and Renewable Energies projects.

He also advises international subsidiaries on obtaining CSR / Quality Certificates (ISO 9001, 18001, Diversity, guide inaptitude, etc.). Prior to the post, Richard has worked for Fichet-Bauche, A.F.P., SMT-Goupil and CAP-SESA.

### The Security and Customs Transversal (SCT)



**Mr. David Pilkington** from Royal Mail Group has been appointed as the new Chair of the **Security and Customs Transversal (SCT)**, taking over from Nicolaas Van der Meer (PostNL).

David Pilkington is the Head of International and Customs Policy with over 30 years' of experience in the postal sector. David has worked in the UK and abroad as a senior consultant for the British Postal Consultancy Service (BPCS) in South America and the Caribbean. During his time in the region he also worked with the World Bank on development projects and assisted the British Virgin Islands Post Office in its transformation program.

At PostEurop, he has been a member of the Management Board since March 2011. With a broad knowledge of Customs and Security matters, he is the vice-chair of the PostEurop Customs Working Group.

David is the Head of the British Delegation for the UPU. He holds a number of key positions on the POC as well as being the current vice-chair of the Conference of Commonwealth Postal Admission (CCPA) and a member of the Board of the Caribbean Post Union (CPU). He has a key role in leading the modernisation and transformation of the UK postal customs services through operational change, improving efficiency and migrating the customs process to a digital platform. He is responsible for managing all of Royal Mail's multilateral relationships with various stakeholders.

*The complications of having to deal with many different national tax systems represent a real obstacle for companies trying to trade cross-border online and offline.*





## REGULATORY

### 2. Third party collection (postal, courier, customs agents and market place)

- On behalf of non-resident SMEs, possibly larger companies
- Electronic VAT registration – considerations on single/multiple registrations on vendor's account, annexes with list of vendors
- Self-assessment of VAT (report and pay the VAT at the end of the reporting period on the total sales, not per transaction)
- Simplified customs procedure: identification of consignment/vendor via pre-defined system (e.g. barcodes, VAT-prepaid stickers, Q-scan, etc) allowing a fast track declaration in customs (CN 22 or equivalent)

### 3. Goods going via customs

- Current system, as fallback position if no VAT collection at sales stage
- Simplified customs procedure – VAT paid on a general tariff code and standard VAT rate in MS of import, based on a simple customs declaration (no CN code/no description, only value to be declared)

## Dialogue with TAXUD

On 9 March 2015, DG TAXUD organized a meeting to present the Commission's initial view on modernizing the VAT rules for cross border business to consumer (B2C) e-commerce, in particular the importation of small consignments (below 150 EUR). Following this meeting, Deloitte, in charge of carrying out a study for the European Commission on VAT aspects of e-commerce, which will feed into a future legislative proposal by the European Commission, organized two workshops aimed at analysing the issue. All these meetings were attended by representatives of the VAT WG.

In June, the VAT WG organized a meeting at PostEurop premises in Brussels with DG TAXUD to discuss its proposal on Modernizing VAT for cross-border e-commerce. A very big concern was raised about the role that postal operators could have in the new system.

The PostEurop VAT WG was then invited by the European Commission to participate in the VAT Fiscalis Seminar on Modernizing VAT for cross-border e-commerce, held on 7-9 September 2015 in Dublin. The fruitful discussions have laid

the basis for future VAT legislative proposals as anticipated in the Digital Single Market Strategy of the Commission. In particular, the conference was focused on improvements to be made to the Mini One-Stop-Shop (MOSS) mechanism for electronic services, the destination principle and its extension to goods and other services, and simplification measures for smaller businesses. The Chairman of the VAT WG attended the Fiscalis seminar.



## Public Consultation

The European Commission launched a public consultation in September 2015 with respect to the commitment, under the Digital Single Market strategy, to present a proposal in 2016 on modernizing VAT for cross-border e-commerce. The consultation also assessed the implementation of the 2015 changes to the place of supply rules for business to consumer supplies of telecommunications, broadcasting and electronic services and the associated Mini-One Stop Shop which enabled businesses to register and account for VAT due in other Member States through a simplified online return hosted by the tax administration in the Member State where they are located. The VAT WG, in cooperation with the Customs WG, has issued a postal operators position paper on the matter in reply to the public consultation.

For more information about the activities of the VAT Working Group please contact  
**Carlo Sauvé**  
[sauvec@posteitaliane.it](mailto:sauvec@posteitaliane.it)

## European Union Affairs Committee Plenary in Luxembourg

On 19 November 2015, the European Union Affairs Committee successfully held its Autumn Plenary Meeting in Luxembourg with once more a significant representation of all EAC Member. That was the 1<sup>st</sup> Plenary meeting under the leadership of Elena Fernández-Rodríguez (Correos y Telégrafos) since she was elected as the new Chairperson of the EAC.

The EAC Plenary was hosted by Post Luxembourg and included the presence of a representative from Luxembourg Presidency of the Council of European Union 2015. Mr Tom Theves, Head of Cabinet of the Ministry of Economic Affairs, presented the most important issues and activities of the Luxembourg Presidency's agenda, highlighting the Internal Market and the Digital Single Market among their priorities.

Present at the EAC Plenary meeting were also the Chairman and the Secretary General of PostEurop. Mr. Jean-Paul Forceville made an in depth presentation with regard to the Customs issue updating the participants on the Union Customs Code current state of play and its impact on the postal sector while Mr. Botond Szebeny gave an overview of the latest activities and plans of PostEurop highlighting mainly the decisions taken at the PostEurop's Plenary in Cyprus.

During the core part of the EAC Plenary meeting, the Chairs of the EAC Working Groups and Monitoring Activities had the opportunity to present the progress and the recent activities of their respective areas. Topics discussed included the e-commerce latest developments, also in the context of the increasing inbound volumes from Asia, the EU public consultation on Modernising VAT for cross-border e-commerce, the publication of the 5<sup>th</sup> application report on the Postal Directive, the current status of the Data Protection legislation as well as the future implementation of the EU communications plan.

The next EAC Plenary meeting, combined with a Postal Directive WG meeting, will take place on 11-12 May 2016 in Brussels.

All related documents have been uploaded on the PostEurop Extranet. Should you have any question on EAC matters, do not hesitate to contact the EAC chair, Vice-chair, or PostEurop HQ support staff.

For more information about the activities of the EAC, please contact  
**Athina Georgiou**  
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REGULATORY

# UPU & Restricted Unions Affairs Committee (UAC) meeting in Cyprus

The UAC plenary was held on 13 October 2015 in Limassol (Cyprus) on the day before the PostEurop Plenary Assembly and, for the first time, under the chairmanship of Mr Aimé Theubet, Swiss Post's Director of International Affairs. 24 designated operators out of the 52 PostEurop Members attended the meeting.

The main task of the UAC for the next 12 months will be to prepare PostEurop's Members for the UPU Congress that will take place in Istanbul from 20 September to 7 October 2016.

## What does "Prepare PostEurop's Members" mean?

The UPU Congress will process about 500 proposals having a direct or indirect impact on the universal postal service and its global regulatory framework. This is the context in which the UAC is active, as a privileged platform of exchange for all the PE Members who need it.

The aim being, to the extent possible, to reach a common position agreed by the highest number of designated postal operators in order to better profile the European interests at large, this will be one of the Committee's major tasks over the coming eleven months.

It was therefore necessary to outline how the UAC, with the support of the Letters WG chaired by Mrs Cinzia Neri (Poste Italiane) and of the Parcels WG chaired by Mr Jean-Pierre Auroi (Swiss Post) as well as with the strong commitment of Mrs Wieslawa Mazarska in her capacity as Vice-chairwoman of the UAC (Poczta Polska), intends to structure and coordinate its work over the coming months.



## The premises of a revolution

UPU Deputy Director General Mr Pascal Clivaz presented the draft reform of the Organisation's management structure. It was the first time a Deputy Director General of the UPU attended personally the UAC meeting to introduce such an extensive project.

This project involves a major overhaul of the management structure of the UPU in order to adequately take on the challenges of our sector resulting from the development of the e-commerce. Without discussing the form or the content of it, this reform should boost the decision making process within this specialised United Nations agency while we are celebrating the 70<sup>th</sup> anniversary of the United Nations.

Everyone agrees on the fact that we can no longer afford to dither for several years to take decisions that are vital for our sector. The question of "how" will be at the centre of lively discussions in the coming weeks and months.

But who better than the CEO of Google, Larry Page, can respond to the concerns raised by this initiative: "We need to make big strides. With small steps, companies end up in mediocrity".



## The UAC : a globally oriented Europe

We were pleased to have the Secretary General of the Pan African Postal Union, Mr Younouss Djibrine, who reminded us of the special link between our two continents and of the promising prospects that make Africa the next Eldorado of the global economy.

The UAC, which also organised the UPU Regional Strategy Conference that was held on the afternoon of Wednesday 14 October in Limassol, must liaise with the other Restricted Unions of the UPU and promote exchanges with the other actors within the UPU. The Conference was a big success with the participation of many CEOs of several designated postal operators as well as of VIPs from the postal world like the UPU Director General Mr Bishar A. Hussein, the UPU Deputy Director General Mr Pascal Clivaz, the Chairman of the POC of the UPU Mr Masahiko Metoki, the Secretary General of PAPU Mr Younouss Djibrine, The UPU CA C3 Chairman Mr James Paterson, and the Chairman of CERP Mr Ljubisa Mitevski.

We would like to specially thank our Cypriot colleagues for their warm welcome and their kind availability throughout the whole Plenary week.

For more information about the activities of the UAC, please contact  
**Aimé Theubet**  
[aime.theubet@post.ch](mailto:aime.theubet@post.ch)



*Are we developing online retail quickly enough to seize the opportunity?*





OPERATIONS

## Retail Network Forum

“Are we developing online retail quickly enough to seize the opportunity?”

Due to the globally increasing prevalence and use of the Internet, there is growing demand from customers for online postal solutions that complement the stationary retail outlet network. Both business customers and consumers expect to be able to pay for postage online and hand over their items locally without needing to actually visit a retail outlet.

Customers who work are embracing 24/7 solutions for the handover of their items, such as Packstations or Paketboxes for parcels and mailboxes for their pre-franked letters.

### Online retail outlets, a competitive advantage

Postal companies are increasingly acting on this demand and investing in online retail outlets. This investment can result in a clear competitive advantage if the solution is readily frequented by customers.

A sales-oriented online retail outlet creates a platform that opens up completely new cross-selling opportunities: if, for example, a customer wants to purchase one parcel label, he can be given the option to purchase a set of 10, the additional Express service, or other services associated with the product.

The option of paying for postage charges using a mobile device also meets customer requirements. The innovative Handyporto as a mobile franking service was developed by Deutsche Post for this purpose. Here, the classic postage stamp is replaced

with a 12-digit code that the customer receives by SMS and then writes on the item after placing the order online.

Offering suitable solutions online for both business customers and consumers is therefore in the postal companies' own financial interest. Therefore, we must ask ourselves if we are developing online retail quickly enough to seize the opportunity.

The PostEurop Retail Network Forum drives discussion on ways to further develop products and services in the retail outlet segment and explores marketing opportunities. Focus is also placed on how the retail outlets segment can be both an asset and attractive in its role in tracking the digital development of customer actions, from the online purchase right through to dispatch.

The next meeting of the PostEurop Retail Network Forum will be held in Reykjavik, Iceland, on 26 May 2016.

If you are interested in attending, please send your contact details to the chairman of the working group,

**Bruno Sattler**

[bruno.sattler@deutschepost.de](mailto:bruno.sattler@deutschepost.de)

For more information about the activities of the Retail Network Forum please contact

**Bruno Sattler**

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**OPERATIONS**

# 10 years of Quality improvement activities by OAC

As we approach the end of 2015, PostEurop celebrates 10 years of quality improvement activities by the OAC.

Over the last decade, PostEurop has accomplished the following activities funded by the UPU in PostEurop Member organisations and four non-member countries:

- 29 Process Reviews since 2005: 25 PostEurop Member organisations and 4 in a non Member country
- 22 follow-up process assessments
- involved 79 experts from 26 member operators
- The focus was on improving J+3 letter mail quality in non-IPC countries (Plus since 2010 - J+5, UPU Standard for non-European posts; since 2012 – parcels, small packages and EMS process improvements)
- More than 120 improvement projects were proposed
- OAC working groups follow-up and continue the improvement process



PostEurop is proud of the achievements to date and will build on the successes to continue to improve the quality of service in the region.

For more information about quality improvements please contact  
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# PostEurop Quality of Service and Operations Working Groups

## Operators Turning their Focus to Transport Management at the Bucharest Meetings

The PostEurop Quality of Service (QoS) and Operations (Ops) Working Groups have been active for many years now. And over the years, the work of the groups has become more and more interlaced. Operations do the work with the focus on providing the best quality.

*So what connects the work of the two groups and keeps them busy?*

In general, a lot of attention has been paid in the recent years to “Leg3”, the “final or the last mile” – the delivery, as more and more postal services are linked to pay-for-performance plans, such as EMS and EPG. Leg1, i.e. the first mile, acceptance and export of the items was also frequently on the agenda. The fact is that our customers demand good services and expect that premium service items need no more than 24 hours to leave the country of origin.

But then again, “Leg1” and “Leg3” are totally in postal operators’ hands. Both legs are challenging for sure, but it is up to us to make them better. This is not an easy task and it is hard to make improvements in either of those legs. Once they are improved, we still have the task of not losing good quality and fine tuning our operations to make further quality improvements. For the great effort made in the Letter-mail quality, two operators deserved a special quality award in Bucharest: Belpochta and Pošte Srpske.

This time, however, the QoS and Ops WGs’ focus was neither on Leg1 nor on Leg3. It was on the most challenging of all, i.e. the transport leg or Leg2. Why the most challenging? Because it is not under full postal operators’ control. The main part of the transport leg is in the hands of transport companies. In the majority of cases, we are talking about airline companies.

During the Bucharest meeting, we saw many presentations referring to this topic and the challenges ahead for postal operators. We found out that we had to work in close cooperation with the airline companies. And since we live in the information age, where the data flow turns out to be as important as the physical flow, we have to think about data exchange with the transport companies as well. It is all about measuring their performance, which makes it easier to identify the weak spots in the transport part of the chain. Together, we can plan better, faster and more reliable transport routes and, based on the data exchange, we can look for improvements of the weak spots.



Postal operators are not being judged only by their delivery performance anymore. End- to-end performance (E2E) is becoming the main focus of the present and the future. In Bucharest, we learned that Leg2 is not an easy obstacle to overcome but with the transport management, scanning at the right place at the right time and data exchange we are at least one step closer to better control of the E2E performance.

**Marko Grden**  
Pošta Slovenije d.o.o.  
Vice chair of the QoSWG

For more information about the Quality of Service Working Group or the Operations Working Group please contact  
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*Are Posts Innovating in the  
Right Way?*



## OPERATIONS

## PostEurop Terminal Dues Forum

The second terminal Dues Forum meeting of 2015 was hosted by Malta Post in St. Julians on 22 September. It saw 42 delegates representing 27 member countries, participating in the meeting, together with observers from PostEurop Headquarters, the International Bureau of the UPU and International Post Corporation (IPC).

As the 26<sup>th</sup> UPU Congress in 2016 is approaching, the natural focus of the meeting was the work on a UPU Terminal Dues Model for 2018-2021. The work had already progressed since our last meeting, but there are still open issues to consider and conclude before a final Congress proposal can be made.

A repeated issue of particular concern for many members is the growing volumes of registered items containing low value merchandise. As the UPU remuneration level for such items is low, many European Posts suffer economic losses on the import side. On the other hand, some members have customers who use registered items for safe sending of social mail (as originally intended) and who depend on this service to continue unchanged. In other words, the PostEurop Terminal Dues Forum is not homogeneous on the question of terminal dues level for registered items. It was therefore decided to produce a position paper expressing the concerns of most members, while also taking into account the social considerations of others. This paper was presented to the UAC group in Cyprus in October and approved by a large majority of the members. It has recently been sent to the International Bureau of the UPU and to other Restricted Unions as a position paper depicting the view of a majority of PostEurop's Members.



The work on Product Strategy and Integration was touched upon by Marc Paingt, Co-chair of the UPU POC Committee 3, who also informed about the UPU Ad Hoc Remuneration Group, which had been established in order to look for ways of integrating prices of parcels, letters and EMS. This group will continue to work in parallel with LPRG and PPRG until POC/CA 2016, although it seems difficult to find ways to close the gap between the different pricing systems in the short time left.

The next meeting of the Terminal Dues Forum will be a 1.5 days Round Table meeting on the Congress proposal for a Terminal Dues Model in Vilnius, Lithuania, 20-21 January 2016.

For more information about the activities of the Terminal Dues Forum please contact **Sissel-Elin Bakkeby** [sissel-elin.bakkeby@posten.no](mailto:sissel-elin.bakkeby@posten.no)



## 7<sup>th</sup> IPS Workshop in Bern

PostEurop Members participated in the 7<sup>th</sup> IPS workshop organized in Bern on 23-24 November. The workshop has become an annual meeting point for IPS users and representatives of postal operators who are willing to start using IPS. This year, participants learned about New Features in IPS 2015 and CDS. Here are some interesting and useful information from UPU PTC experts:

### *IPS is a mail management system*

The features comprise of mail processing (inbound and outbound for all mail classes), operational management, international accounting and electronic data exchange (EDI). It can be customized to the organisation's needs and can handle both UPU and non-UPU products. The application is compliant with the latest version of the regulations and UPU Standards. IPS 2015 (released in October 2015) can handle the CC mail sub-class for inbound and outbound mail as well as the HA-HZ range of service indicators dedicated to the e-commerce parcels. Separate CP94 can be generated for the CC dispatches and specific rates can be defined. Older versions of IPS can also handle e-commerce parcels. A guide that explains how to configure IPS for e-commerce is available.

The UPU Postal Technology Center participates in meetings on the accounting of e-commerce parcels, and follows particularly the discussions on the accounting based on weighted steps.

Any decision adopted at the next Postal Operations Council (POC), that will take place in February 2016, will be included in IPS 2016 (to be released in October 2016).

For more info please contact

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Mail Products and Services, PTC  
stephane.HERRMANN@upu.int

### *Easy CN 23 with the CDS Kiosk*

A new tool in the CDS suite is now available for postal operators; the Kiosk.

A simple plug and play on postal operators' websites, the CDS Kiosk offers a swift user experience through the CN22/23 data capture process, empowering postal customers (both private and businesses), to provide their postal declarations in advance.

Customers sending international mail will no longer have to rely on their hand-writing being correctly interpreted, or on a single hardcopy of their CN22/23 label safely reaching its destination. They can now use the CDS Kiosk to provide their CN22/23 data, in a quick and accurate manner, while maintaining full control of their declaration.

Postal operators do not need to introduce any major changes to comply with new regulation in the European Union and other regions, requiring electronic customs declaration data to be provided in advance for postal items.

At destination, the availability of this declaration data will allow customs to prepare fiscal and risk assessments in advance, enabling a nimble inbound customs process.

Currently, the CDS Kiosk makes use of the system's unique postal HS lookup engine, to suggest HS tariff-codes for the goods being sent abroad. In the short term, the Kiosk will include warnings on prohibitions and restrictions, as well as postal address validation.

Royal Gibraltar Post Office is one of the postal operators spearheading the revolution, having already integrated the CDS Kiosk on their website. At points of lodging, dedicated customer facing kiosks are being rolled out to enforce the declaration data capture of all international mail items.

<http://www.royalgibraltar.post/cds/>

For more details please contact

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For more information about IPS Workshops, please contact

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### Hosting of CDS

#### At UPU Cloud



## OPERATIONS

## 2015 PostEurop AES Forum – Are Posts Innovating in the Right Way?

The PostEurop AES Forum 2015, kindly hosted by DPDHL at DHL Innovation Center (Bonn) on 26 November, was an excellent occasion to discuss how Innovation is being pursued by some leading Postal Operators about New Features in IPS 2015 and CDS.

Here are some interesting and useful information from UPU PTC experts :



Clearly, nowadays everybody is talking about Innovation but are Posts “innovating” in the right way? Do Posts realize the importance of Innovation as a mean to proactively become leaders – and survive in a fierce market – or for some is it just a trend, like many others?

The AES Forum was, therefore, an innovation workshop with an audience formed by representatives from different European countries. The participants had the opportunity to listen and discuss with the speakers about the different approaches. Open and collaborative innovations were the key subjects within almost all presentations. Here is a summary:

- Via its Trend radar, DHL recognizes the value in monitoring and leveraging trends that will impact logistics industry in the future
- For Swiss Post there is “no innovation without collaboration” and it’s important to foster an innovation culture where one must be proactive, think laterally and not be afraid to experiment

- As an organization always young in spite of more than 500 years of existence, CTT explained how a recently accepted innovation model will contribute to design new solutions, service and products
- Groupe La Poste is going through a profound transformation in order to tackle the challenge the digital era raises : several programs are organized within the group from start-up acceleration to open innovation projects
- Postal Innovation Platform underlined how crowd sourcing is changing the way many things are done, such as how we order taxis, book holiday apartment, get our purchases delivered and how ideas and knowledge are generated in established industries
- Prime Competence shared its vision on how to exploit Big Data in the postal industry, by discussing a selected list of potential opportunities
- Austrian Post organised a vivid presentation, during which striking crowd-shipping experiences were analysed, reminding to all of us the importance for Posts of “paying attention” to the end customer, in order to go on, still owning the last mile, and not to lose against competitors and big retail companies

This event, where interesting discussions among attendees and speakers took place, was also an opportunity to announce Ms Dahlia Preziosa (Sr. Vice President Online Innovation, Austrian Post) as the new vice-chair of AES Forum group.

For more information about the AES Forum please contact  
**João Melo**  
joao.m.melo@ctt.pt



*Like Confucius once said :  
'I hear and I forget, I see and I remember.  
I do and I understand', these Old Toys have  
reminded us of the little joys that once helped us  
during our childhood, to experience and better  
understand the world.*



## MARKET

## 2015 EUROPA Achievements

PostEurop ran the best of the EUROPA Stamp Design online based on the theme “Old Toys” which brought the entire EUROPA community down memory lane. Each work of art was placed online for almost 4 months during which a campaign took place and encouraged EUROPA Stamps enthusiasts to vote for their favourite stamp. More than 10,000 votes were registered during that time with the winners emerging based on total votes received.

PostEurop proudly announced Turkish PTT (Turkey - gold), Magyar Posta (Hungary - silver) and Posti (Finland- bronze), as the top three winners of the 2015 PostEurop EUROPA Online competition at the PostEurop Plenary Assembly in Limassol, Cyprus.

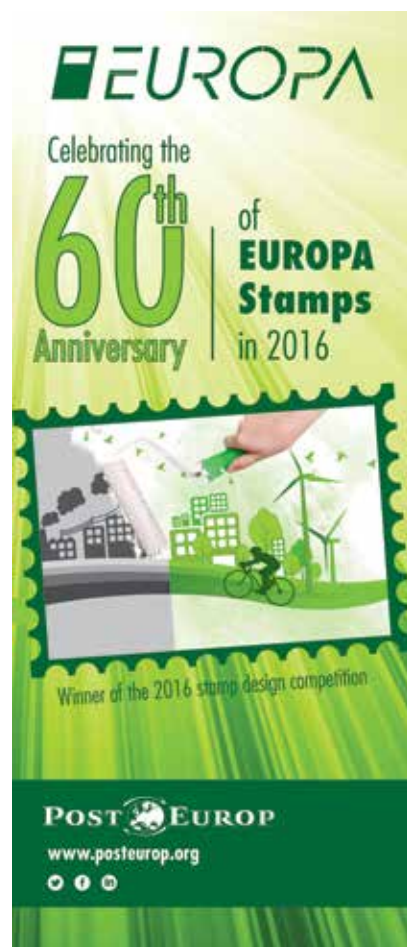
Additional prizes were also handed over to the winners of the 2015 PostEurop EUROPA Jury competition “Marka” (Russia - gold), PostNord (Sweden - silver) and Latvijas Pasts (Latvia - bronze) during a special ceremony at the distinguished Brussels Town Hall, during the Belgian Philatelic Grand Prix ceremony on Saturday, 19 September 2015.

“Like Confucius once said ‘I hear and I forget, I see and I remember. I do and I understand’, these Old Toys have reminded us of the little joys that once helped us during our childhood, to experience and better understand the world. Congratulations to all the winners and especially to Turkish PTT-Turkey and ‘Marka’-Russia, for their achievements in this year very close competition” stated Anita Häggblom, Chair of the Stamps & Philately Working Group.



### Think Green in 2016

Celebrating the 60<sup>th</sup> Anniversary more than 30 postal operators have confirmed their participation and will issue the Think Green design in 2016.



### Philatelic Forum in Essen

On 11 May 2016, Members can look forward to the biennial Philatelic Forum which will take place at the Hotel Essener Hof in Essen. The main theme of the forum is “Customer Experience”. Members have been invited to participate and if you would like to share your “customer experience” in the Philatelic context please do not hesitate to contact Antonio Amaral.

For more information about the EUROPA competition please contact

**Antonio Amaral**

antonio.amaral@posteurop.org

MARKET

## More MEPs Supporting the Keep Me Posted EU Campaign



The number of individual supporters and in particular MEPs has been steadily increasing. Thanks to MEP Jozef Weidenholzer, campaigners were invited to organise a stand at the entrance of the Group of the Progressive Alliance of Socialists & Democrats group (S&D) meeting in the European Parliament on 30 September.

The face-to-face encounter with MEPs resulted in a

30 S&D MEPs and 33 individuals including **Rudolf Hundstorfer**, Austrian federal minister for employment, social affairs and consumer protection and **Javier Moreno Sanchez**, Secretary General of the European S&D group, signing up to support the campaign pledge.

Also joining the campaign as a supporter is EUROCARERS, the European network representing informal carers and their organisations, irrespective of the particular age or health need of the person they are caring for.

### Steering Group Meeting hosted by PostEurop

PostEurop was proud to host a KMPEU Steering Group meeting on 7 December 2015 following some key regulatory developments in the campaign. Botond Szebeny, PostEurop Secretary General, welcomed all the guests and chaired the meeting with the support of Cynthia Wee and Antonio Amaral. Participants included representatives from Age Platform Europe, ANEC, UNI Europa, FEPE, INTERGRAF, CEPI, Poste Italiane, Posta Polzka and the Royal Mail. Campaigners discussed and looked forward to more activities in coming months towards the European Parliament event planned for June 2016.

### Recent News: National Dutch Ombudsman Initiates a Big Investigation

On 25 November 2015, the National Dutch Ombudsman, Reinier van Zutphen announced the start of a large-scale investigation into the requirement to only receive digital communication from the tax authorities.

The investigation was prompt when he received more than 450 complaints from concerned citizens since early November. He further raised several points including the fact that the digitalisation may have been introduced too abruptly and that consideration should have been given to citizens who for whatever reason do not want to participate in the digitalisation process.

### 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](http://www.keepmepostedeu.org/what-can-i-do)

For more information about the activities of Keep Me Posted EU please contact **Cynthia Wee**: [cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org) or **Antonio Amaral**: [antonio.amaral@posteurop.org](mailto:antonio.amaral@posteurop.org)



## The New Intelligence Questionnaires Network 2.0 entered into force on 1 November 2015

As part of the Management Board mid-term strategy review, the Intelligence Questionnaire Network was reviewed. 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.

The review was based on the feedback received from last year's member satisfaction survey and the need for continuous quality improvement to this important tool. Led by the Market Activities Circle (MAC), an ad-hoc group was formed to implement the review.

The findings of this review concluded with the emergence of a new "Intelligence Questionnaire Network 2.0" (IQN2.0) accompanied by a set of guidelines including new operational rules, pre-determined templates, a reorganization of the database with credit-based system for its access.

Members are invited to use the new IQN2.0 not only for their multilateral requests but also on a bilateral basis between PostEurop Members. Conformity with the PostEurop Competition Compliance Rules is applicable in these cases as well.

For more information about IQN2.0 please contact  
**Antonio Amaral**  
[antonio.amaral@posteurop.org](mailto:antonio.amaral@posteurop.org)

PostEurop's role is to scrutinize the content of each questionnaire received in order to preserve their quality, relevance and added-value through mitigation to avoid the risk of repetition, triviality and compliance sensitivity.



CORPORATE SOCIAL RESPONSIBILITY

# Well done Hellenic Post-ELTA, Posti and SwissPost on the CSR “Coups de Cœur” Awards

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

The CSR Activities Circle has done it again! The collection of 48 rich and diversified CSR best practices in the third edition of **PostEurop's CSR Brochure**, has enabled CSR experts to select this year's “Coup de Cœur” awardees. The winners were announced at the PostEurop Plenary Assembly on 14 October 2015 in Cyprus.

In the **Employee** category, PostEurop awarded **Hellenic Post - ELTA S.A.** for their “**Identifying and dealing with conflicts and burnout**” programme. **Mr. Savvas Dandolos, Chief Business Operations Officer** received this award on behalf of ELTA. According to ELTA, “Investing in its Human Resources, Hellenic Post S.A. implements a pilot programme for its middle-line managers, aiming at raising their awareness in detecting, recognizing and dealing with work-related stress factors, conflicts and burnout. To do so Hellenic Post S.A. relies on the skills of its Vocational Training Centre (KEK ELTA S.A.) and a team of external experts.”

**Posti** was awarded the “Coup de Cœur” for **Society** with **Riitta Vuorenmaa, Vice President for International Relations** receiving the award for this category on behalf of Posti. The company's programme entitled “Home care support services for municipalities” has been crucial in helping and linking elderly communities throughout isolated areas in Finland. “Posti is honoured to receive this recognition. The need for home care services, such as meal deliveries, is constantly growing as the population is ageing. We utilise the synergies from our nationwide distribution network to offer flexible solutions for municipalities while at the same time helping the elderly in their daily chores,” explained Jukka Rosenberg, Senior Vice President of Posti's Logistics and Parcel services.

Finally the “Coup de Cœur” for **Environment** was awarded to **Swiss Post** for their program “*A second lease of life for Swiss Post clothes*”. “The programme has allowed Swiss Post to close the cycle by offering a sustainable solution for our ‘end-of-life’ work clothes and in addition it ensured that production was according to ethical standards” stated **Mr. Christoph Meyer, Expert of International Regulation**, who proudly accepted the award on behalf of Swiss Post.

Several external experts with CSR experience participated to the final jury for the selection of the 2015 Coup de Cœur. Here are some words from two of our participating expert judges :



*“The 2015 Coups de Cœur of PostEurop demonstrated the vitality and creativity of the postal sector on CSR-related issues. The leadership of the European postal operators will certainly steer the rest of the postal sector on the path towards sustainability”* said Anne-Claire Blet, UPU, Sustainable development specialist.

*“Good examples are important and competition is fun. Sustainability is a great topic and the shared good practices really showed the way towards success. It was very difficult to select the best examples and our different priorities and perceptions of sustainability generated really interesting discussions. But in the end this selection process is all about raising awareness and being proud of the projects’ outcome”* concluded Eva Stenström - EKS Consulting AB.

Congratulations to all the winners.



From Left to Right: Jean- Paul Forceville, Nathalie Ganzel, Christoph Meyer, Riitta Vuorenmaa, Savvas Dandolos and Dominique Bailly.

## CSR Best Practices

The PostEurop 2015 brochure of CSR best practices brochure contains more than 100 practices from more than 30 European postal operators in three main categories : Social, Societal and Environment.



**The Postal Sector, leading the way  
in Corporate Social Responsibility**



For more information on CSR and to obtain a copy of the publication, please contact

**Nathalie Ganzel**

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*The Project delivered excellent results and established long lasting cooperation within the Project partners and observers.*

Jersey  
Post



## EUROPEAN PROJECTS

## Training Partnership for Stress Management in the Postal Sector

The Final Conference of the Leonardo da Vinci programme “Training partnership for stress management in postal Sector Project” was hosted by La Poste on 26 June 2015 in Paris, France. The Final Conference provided a great opportunity to share the results of the project regarding the main stress factors identified within the project partners and to share training best practices.

The main stress factors identified were time pressure and workload, uncertainty of the future, organisational injustice or work-life imbalance. Eventually, the lack of participation in decision making and a lack of general appreciation were also identified as key stress factors. To deal with the stress factors identified, 14 training best practices were shared during the partnership such as the “I feel good” campaign from Swiss Post which aims to maintain and promote the performance of its employees, by increasing their knowledge and competence on mental health and developing leadership skills in promoting health and cooperation.

The Hellenic Post has put in place a training to help the middle management to identify stress, detect early warning indications, interpret, assess and deal with the situation combined with a 24 hours/ 7 days hotline. La Poste France presented its new prevention and treatment protocol for sexual harassment and the training associated to this programme to facilitate the detection of moral or sexual harassment and to be aware of its consequences.

Several other sectors representatives were invited to the Final Conference that contributed to new elements and perspective on the stress management topic. It also gave them an opportunity to attend the meeting, exchange and share best practices. Participants included the EU-OSHA, Edenred, Cross knowledge (e-learning specialist) and D-Sides (innovative start-up) in which studies were shared and prospective issues on stress management as well as emerging stress factors.



Throughout, the Project delivered excellent results and established long lasting cooperation within the Project partners and observers. The Project has been relevant and this cooperation among the partners will carry on with determination to a new possible Project in the Training domain. A new project possibility on diversity and age management has also been discussed.

For more information about the PostEurop Leonardo da Vinci Programme “Training Partnership for Stress Management in the Postal Sector Project” please contact

**Antonino Scribellito**

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EUROPEAN PROJECTS

# SAFEPOST Project

The SAFEPOST Project is progressing well with several events linked to the dissemination plan and official meetings.

The SAFEPOST project consortium coordinator participated at the InPoSec Project Demonstration meeting took place in Germany at the DHL innovation Center on 6 May 2015.

The event gathered more than 60 participants from industry and research. The audience followed the delivery process of several parcels along the postal supply chain.

A live demonstration of detection technologies followed.

The day ended with a panel discussion to wrap-up the project and provided an opportunity for debate and discussions.

SAFEPOST Project was presented during the 5<sup>th</sup> Customs Detection Technology Experts group meeting organized by the European Commission DG TAXUD on 12-13 May 2015 in Riga, Latvia at Latvia Customs Headquarters. The scope of the SAFEPOST Project presentation was to disseminate the Project and its results achieved until now. The presentation had very positive and constructive feedback/remarks from the Customs experts who expressed high interest in the Project progress and its achievements.

The NEN workshop on Security Standards Mapping linked to the SAFEPOST Project was held on 19 May 2015 in Reykjavik, Iceland. The main objective of the workshop was to gather the consortium partners involved in order to have a business plan approved and the next steps on the Security standards mapping exercise. One of the most important events in relation to the SAFEPOST Project is the live demonstration meetings.

The first demonstration meeting took place in Iceland, Reykjavik on 20 May 2015 to analyse deeply the process of postal items flow through D-Tube and find room for improvements.

The following day, the SAFEPOST Project Board meeting was also held to organize the upcoming important events of the Project as well as to make a concrete point on the current state of play.

The second demonstration meeting was held in Correos' sorting center on 11 June 2015 in Zaragoza, Spain with a high level of participation, in total 70 participants, from the European Commission DG Home Affairs, DG TAXUD, PostEurop members, external supply chain stakeholder, Customs Authorities and the SAFEPOST Project Consortium partners. The live demonstration of the SAFEPOST Project illustrated the improvements made since the first demonstration. The Project has reached its 2<sup>nd</sup> Reporting Period and the Review meeting with the European Commission was organized on 12 June 2015 in Zaragoza, Spain. The European Commission is extremely satisfied with the work carried out by the SAFEPOST Project since its beginning and congratulated the Project coordinator for the excellent coordination and work in this regard.

The deliverables submitted to the European Commission for the 2<sup>nd</sup> Reporting Period were officially approved.

On 9 July and 3 September 2015 the SAFEPOST Project Partners Forum meetings were held in order to discuss the important matters related to the SAFEPOST Project deliverables submission to the European Commission as well as the planning linked to the Demonstration meetings.





The Project has so far acquired results and it have been presented during several events as indicated below in order to maximize the dissemination activities and showcase its achievements :

SAFEPOST was presented during the POSTEXPO Innovation Conference held from 29 September to 1 October 2015 which gathered thousands of stakeholders and postal experts from all over the world.

- SAFEPOST Project was presented during the 8<sup>th</sup> “European Conference on ICT for Transport Logistics” (ECITL) held from 5 to 7 October 2015 in Bordeaux, France.
- SAFEPOST Project was presented at the Universal Postal Union (UPU) Postal Security Group meeting held on 26 October 2015 in Bern, Switzerland at UPU Headquarters.
- SAFEPOST Project was presented during the 5<sup>th</sup> World Customs Organization Technology Innovation Forum took place at World Trade Center in Rotterdam, The Netherlands from 26-29 October 2015. The SAFEPOST Project was also exhibited and well disseminated with the presence of dedicated SAFEPOST Project booth at the Forum to a large audience and customs experts from all over the world.
- SAFEPOST Project was presented during the PostEurop Quality of Service and Operations WG meeting held on 11 November 2015 in Bucharest, Romania.
- SAFEPOST Project was presented during the 7<sup>th</sup> Synthetic Drugs Enforcement Conference (SYNDEC 7) held from 17-19 November 2015 in the Congress Centre Sparrenhorst in Nunspeet, The Netherlands. The SAFEPOST Project contribution to the conference had been highly appreciated by the participants.



On 12 November 2015, the SAFEPOST Project Postal Security Forum Meeting was held in Bucharest, Romania. The general framework of this Forum was to have the participation of all Postal Security Supply Chain Stakeholders such as UPU ; International Post Corporation (IPC) ; CEN/TC 331 Postal services ; InPoSec project representatives and so on. The aim of the event was to have a platform in order to present and discuss Postal Security Technical Challenges, latest technical developments on Postal Security and technical security projects in their respective organizations. The Forum also provided an opportunity for PostEurop Members involved in the SAFEPOST Project Consortium as well as PostEurop Members involved in the PostEurop SAFEPOST Working Group, a fruitful debate on the Postal Security existing technical Standards matters. The debates were led by presentations from UPU, CEN/TC 331 Postal services, InPoSec project on Postal Security existing technical Security Standards.

For more information about the SAFEPOST project please contact  
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## NEWS FROM THE MEMBERS

# The Strategic Group of Postal Operators in South East Europe – an idea came true

At the initiative of Romanian Post, a Strategic Group of Postal Operators in South-East Europe was founded in Cheile Gradistei, Brasov, Romania.

The idea of creating this Strategic Group dates back to 2012. As an initial step, on 8 April 2013, Romanian Post sent a letter to all the potential interested postal operators in the region, namely Albanian Post SH.A, BH Posta Sarajevo, Bulgarian Posts plc, Croatian Post Inc., Croatian Post Mostar, Cyprus Post, Hellenic Post – ELTA, Întreprinderea de Stat “Posta Moldovei”, Makedonska posta, Montenegro Post, Poste Srpske, Banja Luka, PTT Turkish Post, Public Enterprise Post of Serbia. The initiative generated a high interest among the majority of the countries to collaborate in setting up the Strategic Group.

A Constitutive Meeting was held on 22 September 2015 to approve and sign a Memorandum of Cooperation which defines and lays the foundations of the brand new Strategic Group and determines the results to be achieved. The representatives of the top management of the postal operators of Albania, Bulgaria, Cyprus, Croatia, Moldova, Macedonia and Romania attended the meeting and officially signed the Memorandum of Cooperation.

A second meeting of the Strategic Group of Postal Operators in South East Europe was held on 13 October 2015, during PostEurop’s Plenary Assembly in Limassol (Cyprus), with the participation of the Secretary General of PostEurop Mr. Botond Szebeny, of the General Director of UPU International Bureau Mr. Bishar A. Hussein, of the Deputy General Director of UPU International Bureau Mr. Pascal Clivaz, and other representatives of the UPU International Bureau.

The next step will be to discuss the future activities to be carried out under the Strategic Group’s structure and its main strategy, which includes topics like commercial activities (i.e. sharing of information about customers’ needs, product development in the region, facilitation of know-how, etc.), stream funding (i.e. cooperation projects potentially financed by UPU, PostEurop, etc.), operations and production (i.e. exchange of knowledge, strengthening of the postal service interoperability, QoS improvement, etc.)

The working group members will be responsible for selecting and prioritizing the activities to be included in the work program as well as for setting up the activities’ timetable and milestones.

Postal operators in countries that are already in the European Union (Bulgarian Posts PLC, Croatian Post Inc., Cyprus Post, Romanian Post) can help the countries that are in the pre-accession phase and provide a balanced view of the EU postal acquis in different dimensions of international postal relations (such as Universal Postal Union, bilateral partnerships, contacts) and suggest on how to maximize synergies between them, as well as reflect on the appropriate level of cooperation between the states (i.e. community requirements, provision of knowledge and tools for European legislation implementation, conformity with the Postal Directive, etc.). Based on their experience, the Intra-Community countries must also implement the Postal Directive provisions.

Strategic partnerships create “bridges” in several countries to increase international cooperation by developing innovative products and quality services. The Strategic Group of Postal Operators in South-East Europe is based on mutual and non-coercive commitment to cooperate. The success of this new Strategic Group of Postal Operators will mainly depend on the level of involvement and commitment of its key players. This initiative is a good opportunity to shape together a sustainable future in which the Post meets the customers’ needs and the customers fully trust the post!



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## ASSOCIATION OF EUROPEAN PUBLIC POSTAL OPERATORS AISBL

POSTEUROP is the association which represents European public postal operators. It is committed to supporting and developing a sustainable European postal communication market accessible to all customers and ensuring a modern and affordable universal service. Our Members represent 2 million employees across Europe and deliver to 800 million customers daily through over 175,000 counters.

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](mailto:communications@posteurop.org)

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