

# PostEurop NEWS

Your semestrial link to the postal industry

WINTER 2017-18

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**Photo credits to:** Posten Norge (cover),

António Azevedo / CTT Portugal Post (pages 16, 17, 18 & 19)

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## FROM THE EDITOR



Dear Members and Colleagues,

**During the digitally driven Estonian presidency of the Council of the EU, PostEurop saw the European Council adopted the new rules for VAT in the e-commerce market and the EU triologue negotiators reached a provisional agreement on cross-border parcel delivery services. Both are regulatory milestones. We can be sure that mail and parcel deliveries will remain important topics in the EU regulatory area and more activities are anticipated for the coming year.**

Taking over from the Estonians is the Bulgarian presidency, which has already started to outline their priorities focused on softer issues such as fostering digital skills, education and development of the younger generation and creating a safer online environment. We hope that through our activities, PostEurop will have the opportunity to contribute to some of the actions in these areas.

A definite area of contribution will be the discussion on UPU Reforms and other UPU matters which will intensify as the UPU Congress approaches.

Beyond regulatory matters, this magazine issue also includes other topics including the importance of Big Data and why innovation matters to the postal industry.

On another note, the PostEurop communication team is also greatly humbled to have been shortlisted as a finalist for the 2018 European Association Award in the Best Membership Initiative by an Association. Wish us luck!

We hope that you will enjoy this issue of PostEuropNEWS, and Happy New Year 2018.

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## THE ASSOCIATION

# PostEurop Plenary Assembly and Business Forum in Bucharest



This year's 33<sup>rd</sup> plenary assembly was held in Bucharest, Romania, greatly hosted by Posta Romana on 28 September 2017. The half day meeting saw various topics being covered including

next steps for the mid-term strategy review and review of the Association's contribution system.

The plenary, chaired by Jean-Paul Forceville, welcomed 126 participants including the UPU Director General Bishar Hussein, the UPU Director of Markets Development and Regulation Directorate Siva Somasundram and Germán Vázquez, Chairman of CERP. As the event was held between the two UPU congresses (Istanbul and extraordinary congress in Addis Ababa),

PostEurop members announced their declaration on the UPU reform unanimously.

Here is the summary of the PosEurop declaration:

- PostEurop Members are willing to contribute to the ongoing work on the UPU reform, with a view to Addis Ababa Congress;
- PostEurop keeps committed to the UPU, still supports the resolution C27/2016 (to continue the reform);
- PostEurop welcomes the Istanbul CA and POC working methods, underlines the need to further improve;
- PostEurop supports the effort of the Ad Hoc Group on UPU Reform (AHGUR) and its open working methods;



- PostEurop endorses the 2-body structure and the need of the coordinating committee that has no decision-making power;
- PostEurop calls for appropriate addressing of POC composition and election rules;
- PostEurop recommends to study carefully the option of a mid-term Congress.

Jan Sertons, PostNL Director International Relations and Distribution and Vice-Chairman of the PostEurop Management Board presented the aim and background leading up to the draft declaration on the Integrated Remuneration Plan (IRP). The remuneration forum will work further on the text of the draft declaration and Members were asked to provide their inputs. A decision is expected before the next UPU POC sessions.



### SAVE THE DATE!

The 2018 Plenary Assembly will take place on 3-4 October in Tbilisi, Georgia, hosted by Georgian Post.

### AN EVENING OF CELEBRATION

During the lively evening after the first day of the plenary and business forum, PostEurop announced the winners of the Innovation, Corporate Social Responsibility and EUROPA stamps awards.



THE ASSOCIATION

# Thinking BIG Data



At the PostEurop Business Forum on 28 - 29 September, participants had the opportunity to learn about how the industry is fairing at turning big data into real business opportunities. Together, we explored the benefits and challenges that comes with Big Data.

## Why Big Data?

Today, Big Data is often seen as an integral part of a company's strategy. For some Postal Operators this is certainly the case, while others are still struggling to realise its full benefits. This was also mentioned by Botond Szebeny, Secretary General during the introduction to the forum. The event was moderated by Dr. Alea Fairchild from the Constantia Institute, an expert in the use of intelligence and technology in product planning and business strategy. Our first keynote speaker from Accenture, Brody Buhler spoke about a world where data is driving digital transformation and if applied correctly, it can create new businesses and fulfil the customer's need for a more customised, secure and superior experience.

Taking on another perspective, our second keynote speaker Ziv Baida from Dun and Bradstreet spoke about how Big Data and analytics, can be used to give postal operators the competitive edge. Especially when postal operators are competing with technology driven companies like Uber and Amazon. Therefore, Innovation, know-how and having the right data is essential.

## Tackling Customs, VAT and Fraud

When dealing with an increasing amount of cross-border postal items, we cannot avoid entering into discussions on Customs and VAT. A panel discussion on how Big Data can play an important role in this area included the legal requirements around the Advanced Electronic Information (AEI) system for postal items as part of the Customs security programme. Satoko Kagawa from the World Customs Organisation (WCO) outlined the challenge and opportunities in Customs area today and how the AEI system comes into play. The Royal Mail as one of the pioneers for this system shared their experience and key learnings turning a challenge into an opportunity. "Setting up the right



*“Setting up the right framework and having the right mindset is key when adapting to a new system in a fast-moving environment,” said David Pilkington.*

framework and having the right mindset is key when adapting to a new system in a fast-moving environment,” said David Pilkington. PostNL on the other hand took a different approach and built their own data platform. PostNL also hired a team of data scientist and since then dispatched various projects within the company. Frank Ferro talks further about the role of these data scientist in analysing various processes. In particular, the approach was used in the company’s issue of lost parcel or parcel fraud by pin-pointing areas of security threats enabling these issues to be tackled promptly and successfully.

### Growing the business

The following day, the discussions focussed on business opportunities using Big Data. Matthias Schlemmer from the Austrian Post presented how in Austria data is a part of their core activities for years now. Filtering and analysing the data has helped the Austrian Post profile current and potential customers and

their varying needs. Participants also learnt about the relevance Big Data has for increasing Direct Mail in Russia. Again, profiling is used but on a much larger scale extending to over 60 million households across the country. PostNL Frank Ferro returned to show members how big data and analytics can be applied to complex delivery processes and identify quality incidents enabling steps to be taken and in-turn improve service quality.

When it comes to customer needs, postal operators today offer more choices and tailor-made solutions. Thomas Baldry from Deutsche Post demonstrates the ease and fluidity of the Ländernachweis cross-border mail service which allows data to be securely collected, stored and tracked for small packets. This simple solution has helped build the customer’s confidence in small parcel delivery.

Another great example of Big Data used in growing direct mail came from An Post, Fiona Heffernan who presented their easy-to-use online algorithm, **AdMailer.ie**. It caters for the new age customers and has helped many small businesses reach out to more customers in an effective way.

### What’s next?

Taking a glimpse into the future, Jean-Michel Lefèvre from ProbaYes presented how they take on service delivery using data science, artificial intelligence and robotics. Dragos Dinca from Posta Romana also presented the future plans for Posta Romana in the area of technology and data.

The discussions on Big Data and the infinite possibilities has given participants food-for-thought. Certainly, PostEurop hopes to see more postal operators adopt Big Data into their strategies and adopt a new mindset to push for new business solutions.



Ideas for the next Business Forum are most welcome, please contact **Cynthia Wee-Neumann**, - [cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org)

THE ASSOCIATION

## CEOs Met with Andrus Ansip, VP of the European Commission for Digital Single Market

Soon after the PostEurop Plenary Assembly and Business Forum, the headquarters team worked closely with the office of Andrus Ansip, Vice-President of the European Commission to arrange a roundtable discussion together with 11 postal CEOs on 19 October 2017. This was part of a regular dialogue between the European Commission and postal operators. The constructive discussion covered developments in the parcel delivery and e-commerce markets, and how the posts are introducing new products and services to meet consumers' demands, as well as the proposed cross-border parcel delivery regulation.

European national postal operators showcased to VP Ansip innovation and investments made to match the needs of small and large e-retailers, and consumers for fast, traceable and efficient parcel delivery, domestic and cross-border.

VP Ansip invited the CEOs back in Spring 2018 for another roundtable discussion about the future of postal services. Participants to the meeting with VP Ansip included: Georg Pözl, Österreichische Post AG - **Austria**; Ivan Čulo, Hrvatska pošta d.d. - **Croatia**; Joonas Saluveer, Omniva



- **Estonia**; Philippe Wahl, La Poste - **France**; Ingimundur Sigurpalsson, Islandspóstur hf - **Iceland**; Matteo Del Fante, Poste Italiane S.p.A. - **Italy**; Claude Strasser, Post Luxembourg - **Luxembourg**; Joseph Gáfa, MaltaPost p.l.c. - **Malta**; Herna Verhagen, PostNL - **Netherlands**; Francisco de Lacerda, CTT-Portugal Post - **Portugal**; Boris Novak, Pošta Slovenije, d.o.o. - **Slovenia**; Javier Cuesta Nuin, Correos y Telegrafos S.A. - **Spain**; Jean-Paul Forceville, Chairman of the **PostEurop** Management Board.





EVENTS

## Upcoming Events



**23 JANUARY**

**Stamps and Philately  
working group meeting**

- BRUSSELS, BELGIUM

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**30 JANUARY**

**Standardisation working group meeting**

- BRUSSELS, BELGIUM

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**1 - 2 FEBRUARY**

**RADAR group meeting**

- BRUSSELS, BELGIUM

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**20 FEBRUARY**

**E-Commerce working group meeting**

- BRUSSELS, BELGIUM

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**28 FEBRUARY**

**Remuneration Forum**

- DUBLIN, IRELAND

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**20 - 22 MARCH**

**Post & Parcel 2018**

- BERLIN, GERMANY

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**16 - 27 APRIL**

**UPU POC & CA Spring Session**

- BERN, SWITZERLAND

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REGULATORY

# New Structure Within the UAC

In order to increase efficiency and achieve the goals of the recent pension fund reforms, the UPU Congress has altered the working procedure of the Postal Operations Council (POC) and the Council of Administration (CA). As a consequence of these new procedures, the UPU Affairs Committee (UAC) chaired by Aimé Theubet (Swiss Post) has decided to adopt its own structure.

To adhere to the trend of product integration and remuneration, the UAC has combined its Letter Working Group, chaired by Małgorzata Alama (Poczta Polska), and the Parcel Working

Group, chaired by Jean-Pierre Auroi (Swiss Post). Alama and Auroi will now co-chair the **Product Integration Working Group**. The new group will meet prior to the working group meetings of the POC, which should forward any submissions six weeks prior to the UPU Sessions.

Furthermore, the UAC has established a temporary group for the **UPU Pension Fund and New Contribution system**, which aims to develop a comprehensive approach to the issues, defend the interests of the European designated operators and ensure coordination with the European Committee for Postal Regulation (CERP). The group consists of members from France, Georgia, the Netherlands, Poland, Spain, Turkey, the United Kingdom, Sweden, and Switzerland, and is chaired by Emmanuel Jud (Swiss Post).

*Furthermore, the UAC has established a temporary group for the UPU Pension Fund and New Contribution system, which aims to develop a comprehensive approach to the issues,*

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



REGULATORY

# Year-End EAC Plenary & Postal Directive Working Group Meeting



In conjunction with the Postal Directive working group, the European Union Affairs Committee (EAC) Plenary took place at the PostEurop premises last November. With another high number of participants, the group had the opportunity to discuss various regulatory issues including cross-border parcel delivery, postal directive, standardisation, general data protection regulation and scam mail.



Bruno Basalisco from Copenhagen Economics presented the background and results of the recent study “Effects of Removing the VAT de Minimis on E-Commerce Imports”. The findings from this study further support PostEurop’s position on the effects the removal of the VAT de Minimis threshold on e-commerce items had on postal operators.

The EAC bid farewell to Koppány Mátyási (Magyar Posta), Daniela Metelli (Poste Italiane) and Philippe-Alexandre Ellenbogen (Le Groupe La Poste) and thanked them for their invaluable contribution over the years. The group also welcomed Ágnes Mandelik from Magyar Posta as the new Vice-Chair of the EAC, replacing Koppány Mátyási.

Standardisation was made a working group due to the active role that Standards are playing now in the Postal industry. The group will hold a kick-off meeting on 30 January 2018 in PostEurop headquarters.

The next EAC Plenary & Postal Directive working group meeting will take place on 23 - 24 May 2018 in Madrid, hosted by Correos.

For more information about the EAC and Postal Directive Working Group activities please contact **Antonio Amaral** – [antonio.amaral@posteurop.org](mailto:antonio.amaral@posteurop.org)

REGULATORY

## New Rules for VAT in the E-Commerce Market Adopted by the European Council

On 1 December 2016, the European Commission published an ambitious proposal to modernise VAT for cross-border B2C e-commerce.

In response to the publication of the European Commission's proposal, PostEurop Members published an extensive position paper which reiterated postal operator's support on the modernisation of VAT collection, and at the same time raised serious concerns surrounding the administrative burden it will bring to the postal sector when the VAT exemption for the importation of small consignments (Low Value Consignment Relief - LVCR) from third countries is removed.

### 1 billion euros more

In November this year, Copenhagen Economics published a study which revealed that the removal of the VAT de Minimis threshold on e-commerce items will cost the delivery industry an additional 1 billion euros in processing cost, and it will also create disproportionate administrative burden for national customs and tax administration, e-sellers alike - all of which will ultimately affect EU consumers, thus hampering the growth of e-commerce in Europe. Therefore, prior to the Economic and Financial Affairs Council configuration (Ecofin) meeting on 7 November, postal operators strongly urge the Commission and the Member States to take into account the findings of Copenhagen Economics study, and defer the removal of the VAT exemption in order to find a balanced approach that can work for all stakeholders.

### Intensified communication

It was reported in the news that the postal industry was not alone in its plight. Small businesses, courier companies and customs authorities shared the same concerns. In addition, external experts agreed that the elimination of the VAT exemption for small parcels will be a burden for delivery companies. The German government also voiced their concerns and as a result, the decision was deferred till 5 December, giving PostEurop more time to intensify its communication.



### New VAT rules approved

On 5 December 2017, the Council adopted the new VAT rules for cross-border e-commerce which sets out the following timeline:

- Introduction by 2019 of simplification measures for intra-EU sales of electronic services
- Extension by 2021 of the one-stop-shop to distance sales of goods, both intra-EU and from third countries, as well as the elimination of the VAT exemption for small consignments



The council also approved a newly drafted accompanying statement which highlighted issues including the burden brought on postal operators when removing the VAT exemption, to be considered by the Commission in the implementing phase.

The accompanying statement also provides that, if it does not seem probable that the adoption of the implementation rules can be achieved within a reasonable period of time or that the necessary VAT and Customs IT systems will timely be in place, the Commission will, at the latest by the end of 2019, assess whether the extension of the one-stop-shop as well as the elimination of the VAT threshold can still be correctly applied from 1 January 2021.

The member states will have until 31 December 2018 and 31 December 2020 to transpose the corresponding provisions of the directive into national laws and regulations. The regulation on administrative cooperation will apply from 1 January 2021.

The PostEurop VAT and Customs working groups will meet in February 2018 to discuss the implementation of the new rules and next steps.

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

OPERATIONS

# Remuneration Forum Workshop and Meeting in Astana

In accordance with the 2017–2020 UPU regional development plan for Europe and Central Asia, the UPU International Bureau (IB) has formulated a key regional project on operational readiness for e-commerce (ORE).

Within the framework of the ORE project, PostEurop and the UPU with financial support from La Poste (France) and Swiss Post, in close cooperation with Kazpost JSC held a regional workshop on e-commerce and improvement of the remuneration systems used by the designated operators in the Europe and Central Asia countries. The event was held in Astana, Kazakhstan on 29 - 30 August 2017.

More than 70 representatives from designated postal operators (PostEurop and RCC Members) attended the event, sharing their experiences at joining the target system, demonstrating a practical use of the International Postal System (IPS), future perspectives and activities working plan on e-commerce.

The main aim of the workshop was to focus on the implementation of the congress decisions regarding accounting, statistics, terminal dues, UPU E-Commerce Programme (ECOMPRO), inward land rates and operational changes in the remuneration systems within the context of e-commerce.

In addition to that, issues of the subsequent UPU work in the 2017 – 2020 cycle were revealed, including update on the Remuneration Integration Group and other important UPU developments such as Integrated Product Plan activities and outlook.



The next Remuneration Forum meeting will be held on 28 February 2018 in Dublin hosted by An Post.

**For more information about the activities of the Remuneration Forum, please contact Björn Arni – [bjoern.arni@post.ch](mailto:bjoern.arni@post.ch)**



**OPERATIONS**

**POSTEUROP QUALITY OF SERVICE AND OPERATIONS WORKING GROUPS MET IN BRUSSELS**



its own quality performance results and discussed action plans. The highlight of the event was a visit to the 2<sup>nd</sup> biggest Office of Exchange in Europe – bpost Brussels X in which participants were impressed by the sorting machine used and strict visitation rules: here is one of them - the wonderful shoes.

The Quality of Service and Operations Working Groups meeting took place in Brussels on the 9 - 10 November, 2017. The focus of the two-day event was to learn more about electronic data exchange (EDI) technology and share experiences on how to proceed with operations using EDI, taking into consideration the importance of quality performance. The working groups have invited David Hamilton from the International Postal Corporation (IPC), an expert on EDI to conduct a practical workshop on Cape Vision application. Cape Vision helps postal operators to know where the mail is and how is its performance.

The workshop was conducted in English with a Russian translation, for the benefit of CIS postal operators. David spoke about Cape Vision, why we need it, how to use it, how it can help and what IPC is doing for all of us. We also learnt about new features of the application that it will be migrated to a new platform. Members could also look at their performance and make conclusions on what to improve in their operations and services through Cape Vision. This was just the beginning of the EDI discussion.

A long-awaited news the working groups would like to share would be the new

EDI guide which was recently released by the IPC and it will be translated into Russian, French and Spanish. This means that in any postal organization the operations employees who handle mail on an everyday basis will be able to get comprehensive information enabling them to understand the peculiarities and the importance of all handling segments.

The groups also discussed the impact of EDI on operations and items handling and this was showcased in videos from the Russian Post showing items registering with and without ITMATT. The groups counted every second needed for this operation and comparing the results which are expressive and saves time. This will consequently speed up the delivery and bring more satisfaction to our customers.

Quality of Service and Operations Working Groups meetings always consist of many topics, all of them are devoted one aim - how to make a Post more effective. For this, the working groups have put together some recent topics including e-commerce development, "return solution in practice" presented by Deutsche Post AG, "delivery choice in practice" by Estonian Post and Kazpost. The working groups also reviewed

*"The site visit to Brussels X was super interesting and very impressive!"*



**Marie Frenay**  
Policy Assistant in Vice President of the European Commission Andrus Ansip cabinet

As usual, an evaluation and survey were carried out after the event. The results revealed the presentation by Kazakhstan Post on their "parcels supermarket" as one of the most modern, effective and wonderful solutions among postal services. One should really explore it!

Summing up, the working group members agreed to return to their respective countries and continue working on improving PostEurop's common work, which unites all of us. See you soon!

**Natalia Efremova**  
Vice-chair of the Quality of Service working group

For more information about the activities of the Quality of Service working group, please contact **Marko Gden** – [marko.gden@posta.si](mailto:marko.gden@posta.si)

OPERATIONS

# Operational and Market Days on Big Data



This November, the Operations Activities Circle (OAC) and Market Activities Circle (MAC) joined efforts for the second time and organised an Operational and Market Days in Lisbon. Featuring the Innovation Forum, the event aimed to explore opportunities and challenges related to Data as well as innovation structures and models beyond gathering, analysing and utilising it.

The event kicked-off with a warm welcome from Jürgen Lohmeyer, Chair of the OAC, Marjan Osvald, Chair of the MAC followed by Jean-Paul Forceville, Chairman of the PostEurop Management Board and Francisco Simão, Chief Transformation

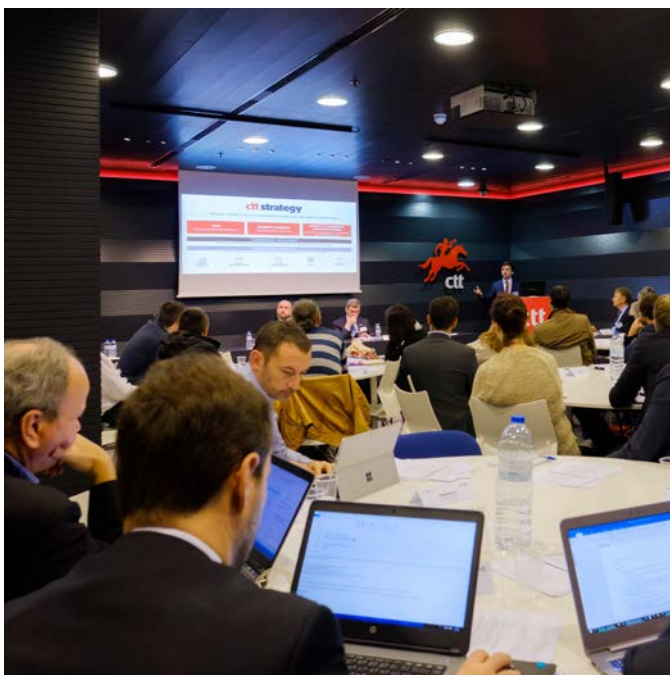




Officer at CTT Portugal Post. All stressed the relevance and potential of Big Data within the postal sector.

This was a natural introduction for the keynotes session with Darko Atijas, Vice President EMEA at Temando and Nuno Matos, Innovation & Development Director at CTT Portugal Post. Given the rapid development of technology, the future of retail will look very different from what we know and personalisation using technology is escalating. Nuno, on the other hand, reminded us that innovation and using the latest technology is part of the postal DNA given the sector's history. While the world has changed due to digital substitution, Big Data, the Internet of Things and mobile technologies have brought us closer to our customers. As a result, CTT Portugal Post has changed, and is still progressing in a transformation process, with a diversified portfolio of business solutions and made future plans to be relevant to their customers.

The following day, the discussions returned to the topic of Big Data. Carolyn Brown from IPC challenged how data is used and can be used. This was followed by presentations and discussions focused on the opportunities big data can bring to postal operators including big data analytics, cognitive logistics and the role of disrupters. From an operational perspective Big Data can offer solutions in the area of customs and taxes, minimising risk around data protection and privacy issues and sorting.



### Site visit to CTT Portugal Post sorting centre

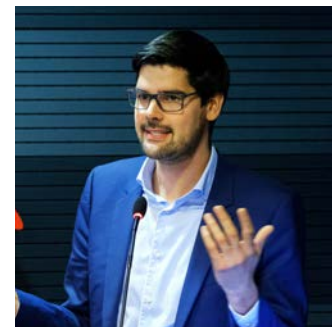
Finally, participants had the opportunity to visit the CTT Portugal Post sorting center in Lisbon. In addition to smiling employees, members met with robots in action.

The two-day event has brought together relevant speakers and stirred important discussions to hopefully inspire more innovation amongst postal operators.

For more information about the OAC-MAC meeting, please contact **Maire Lodi** – [maire.lodi@posteurop.org](mailto:maire.lodi@posteurop.org) or **Antonio Amaral** – [antonio.amaral@posteurop.org](mailto:antonio.amaral@posteurop.org)

OPERATIONS

# What Matters Most for Innovation



This year, the Innovation Forum (IF) discussed the various innovation models and structures among the postal community. This helped participants understand how postal operators organize themselves for innovation, internally and in a transversal manner, as well as to learn how to carry out specific innovative projects.

For a better understanding of current innovation trends, the IF invited Giordano Koch, Managing Director of HYVE- a leading innovation company - as key note speaker. Echoing the trends sighted earlier, Giordano spoke about the changing models of innovation and the impact from new technologies. He named three Innovation models widely used that can be found later in the article. He focused on the point that whatever the Innovation model, the involvement of top management is crucial.

Participants also learned about the different innovation approach at Omniva, Groupe La Poste, Correos (Spain) and CTT Portugal Post. New technologies including blockchain, artificial intelligence and the Internet of Things (IoT) were talked about. Through the various case studies one of the most important challenge remains to meet customer expectation.

Internal challenges were another topic at the forum. This included how postal operators cope with people and cultures and how these affect structures and processes for innovation. Unlike start-ups, postal operators don't always have the ability to move quickly as many employees and deeply rooted structures are concerned.

## Forms of Innovation

**Innovation efficiency** is popular amongst postal operators as this is driven out of the core business. This includes parcel lockers, robots, drones, IoT and activities in the background. Joona Saluveer, CEO of Omniva, shared the benefits of having a modular Information Technology (IT) system. This allows the innovation to proceed quicker and in a more agile way, focussed on one module rather than having one big system with multiple adjustments.

The CTTAds service shown at the IF is a good example of **incremental innovation** in which postal operators use their existing knowledge to adapt to changing market needs. CTTAds offers business and advertising solutions for the targeted audience of small and medium businesses. Moving over to La Poste, the health services developed for the ageing population in France demonstrate the same use of their existing knowledge to address a specific demographic and in turn serve the society.

E-receipts (from CTT Portugal Post) is perceived to be a **radical innovation** because it is a broad step away from the core business as it offers users to store their receipts online rather than dealing with loads of papers that might be needed for guarantee reasons.

## Centralized or de-centralized innovation?

La Poste has structured innovation in a decentralized way. Three layers - business unit, digital unit and innovation unit in the corporate segment - making sure that the strategy and innovation processes are aligned. This allows for a very agile way of working. The advantage of a central innovation structure though might lie in getting top management attention easier - crucial for driving innovation.

In addition, postal operators need to create an eco-system. This is essential when driving open innovation and also empowering internal employees trying to deal with digital transformation, e.g. by starting an entrepreneurial program as La Poste did.

Lastly, the end-to-end customer experience is essential to make sure that the approach taken and the solutions offered are fulfilling the customer's needs.



## The Innovation Award

João Melo and Dahlia Preziosa, Chair and Vice-Chair of the Innovation Forum, presented the winner of the Innovation Award – CTT Portugal Post CTT Ads. They shared the concept and realisation of the Innovation Award which aims to inspire postal operators to continue their learning from each other and to recognise the best in class.

For more information about the Innovation Forum and Award, please contact **João Melo** – [joao.m.melo@cctt.pt](mailto:joao.m.melo@cctt.pt) or **Dahlia Preziosa** – [dahlia.preziosa@post.at](mailto:dahlia.preziosa@post.at)



OPERATIONS

# The New Green Mobility Forum Successfully Kicked-off in Bonn

The Operational Activities Circle (OAC) has always been ahead of its time! A while back, the OAC Green Fleet Forum which had been discussing alternative fuel solutions in postal delivery for some years was discontinued in 2010 due to a lack of participation.

OAC as such continued to monitor trends in postal operations and permanently evaluates the demand for its activities. Having recently received several requests from PostEurop Members, OAC has decided to reactivate its “green” activities and to set up a new working group to adequately cover a topic which by now is perceived as highly relevant for the postal world. The new **Green Mobility Forum (GMF)** is supposed to bundle the discussions in the area of sustainable postal logistics. It will focus on operational aspects and closely align with the sustainability activities under the CSR pillar. After the concept had been endorsed by the PostEurop Management Board in summer 2017, a kick-off event was organised at the Deutsche Post DHL Innovation Center in Troisdorf near Bonn on 22 November.

OAC Chairman Jürgen Lohmeyer explained the background and objectives behind the new working group. “We all face very similar challenges when it comes to the need to drastically reduce CO<sub>2</sub> emissions and we should exchange best practice experience on a regular basis. Let’s apply our proven OAC approach here and provide the platform to learn from each other” said Jürgen Lohmeyer.

The kick-off meeting focused on electrical vehicles in postal fleets. Keynote presentations were delivered by Groupe La Poste, CTT Portugal, Posten Norge and Deutsche Post. It became clear that a wide range of possible solutions for zero emission electrical vehicles are already being used or currently tested. Depending on the specifics of the countries, different experiences with electrical vehicles have been noted and were openly shared with the audience. A German start-up company also presented an innovative electrical scooter and offered solutions for postal delivery purposes.



An exclusive guided tour of the DHL Innovation center was integrated into the program and the opportunity was provided to test drive the Deutsche Post StreetScooter models. These electrical vehicles come in different sizes which all have been designed and built 100% according to the needs of postal delivery processes by fully applying the input of postal delivery persons. Almost all participants took advantage of that opportunity and tested the electrical bicycles, small electrical vans and also larger electrical trucks. The opportunity to also test the two-wheel scooters manufactured by Kumpan Electric offered some extra fun.

11 PostEurop Members participated in the GMF kick-off event, including several CEOs, Directors of Operations and Fleet Managers. Large, medium and small sized operators were represented. The feedback was excellent and there was full consensus to follow-up by organizing GMF events once or twice a year. The OAC Steering Committee will discuss feasible options and will update members on the next steps.

For more information about the new Green Mobility Forum, please contact **Maire Lodi** – [maire.lodi@posteurop.org](mailto:maire.lodi@posteurop.org) or **Jürgen Lohmeyer** – [j.lohmeyer@deutschepost.de](mailto:j.lohmeyer@deutschepost.de)

## OPERATIONS

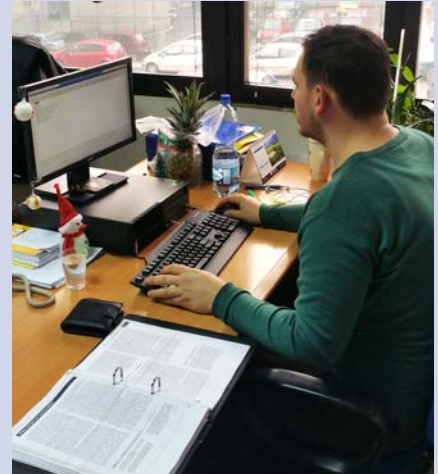
### A PERSPECTIVE FROM THE MACEDONIAN POST IT TEAM AT THE 9<sup>TH</sup> IPS WORKSHOP

Thank you for the opportunity to attend the 9<sup>th</sup> PostEurop-UPU IPS 2017 workshop in Bern on 5 - 6 December. It has been a great help in troubleshooting and finding new solutions for some of the IPS Cloud problems that we were facing at Macedonian Post.

There were also useful presentations with the new features of IPS 2017, IPS Cloud, CDS, Accounting and etc. The best part was when we had the face-to-face meeting. This gave us the opportunity to discuss our IPS issues with experts including key persons

on IPS migration and EMS expert for EMS v.3.

Before the workshop, we had the PostEurop/UPU Process Review team in Skopje and part of the team provided us with a IPS migration training as well as additional information to prepare us for the process of migration before we went live. It was a "long" week with late working nights but always in a good atmosphere with lots of optimism and positivity. In the end it was successful because we connected the domestic Track&Trace system to the IPS Cloud!



Personally, for me as a new IPS administrator it was easy to fix and implement new features of IPS Cloud with the help of IPS migration team, Laurent & Tihana.

*I would really advise that every IPS administrator, operations and accounting representative attend every workshop because it is very useful and full of new information about the features that IPS provides to us every year.*

**Xhabir Ilazi**  
Macedonian Post



MARKET

## PostEurop Philatelic Forum Set for May 2018 in Historical Krakow, Poland



The Stamps & Philately Steering Group met last September in Brussels to further plan their activities. The steering group agreed on the topic "Stamp Industry" for the next Philatelic Forum, which will take place in the historical city of Krakow, in Poland on 16 - 17 May 2018.

The initial idea is to have representatives from the PostEurop membership and the stamp industry, to show and promote their respective products. This will include stamp artists, designers, printers, album manufactures, stamp magazines and so on. An exciting programme will be revealed and suggestions from the wider membership are always welcome.

### SAVE THE DATE

PostEurop Philatelic Forum in Krakow on 16 - 17 May 2018.

Please mark your calendars and stay updated with the latest news on our website and on the Stamps & Philately working group newsletters!

For more information about the Stamps and Philately working group please contact **Anita Häggblom**  
- [anita.haggblom@alandpost.com](mailto:anita.haggblom@alandpost.com)

## MARKET

## Winners of the 2017 EUROPA Competition

The 2017 EUROPA competition returned with a record number of 58 entries based on the theme "Castles".

PostEurop was proud to announce Turkish Post PTT (Turkey - Gold), Poczta Polska (Poland - Silver) and Posta Moldovei (Moldavia - Bronze) as the winners of the 2017 EUROPA Stamps online competition through public voting, at the plenary assembly in Bucharest.

In addition, Posti Group (Finland - Gold), Poste Italiane & Aland Post (Italy & Aland - Silver) and Liechtensteinische Post (Liechtenstein - Bronze) were recognised as winners of the 2017 EUROPA Stamps Jury prize competition. The jury composed of seven philatelic experts, scrutinized all the displayed entries based on the theme "Castles".

Anita Häggblom, Chair of the PostEurop Stamps and Philately working group from Posten Åland was very proud to see a record number of entries with such beautiful designs! "These incredible stamps display such beautiful landmarks of our diverse culture, which is spread throughout Europe. I am also happy to see that the designers used their creativity to achieve many different interpretations of this theme, also by using different production techniques, including engravings, varnishing and photography" she exclaimed.

### The Gold Winners



#### Turkey - Gold Stamp:

The first place winner of the EUROPA Online Competition, displays The Kars Castle in Turkey



#### Finland - Gold Stamp:

The first place winner of the Jury Competition "Anssi Kähärä's Snow Castle offers a new viewpoint on the subject of created castles."

Looking forward the theme for 2018 will be "bridges". We look forward to more iconic stamps from participating countries.

For more information about the EUROPA stamps please contact **Antonio Amaral** – [antonio.amaral@posteurop.org](mailto:antonio.amaral@posteurop.org)

# EUROPA

MARKET

# Keep Me Posted EU Campaign Discuss How Citizens Want to Handle Their Financial Data



A group of expert speakers were invited to share their views on how consumers can better manage their financial data at a breakfast event in the European Parliament, hosted by European People's Party MEP Heinz K. Becker on 12 October. The event met great interest with 30 attendees from the European Parliament, European banks,

London Economics, Better Finance, postal operators and industry.

Citizens are increasingly being pressured by governments and private companies, such as utility companies, banks and insurance companies, to communicate by electronic means often regardless of their willingness or ability to use these communication tools. The Keep Me Posted EU campaign was

set up to promote and defend the citizen's right to choose how they wish to be contacted, so as not to marginalise people who are significantly disadvantaged if everything is digital.

Hosting MEP Heinz K. Becker expressed his strong support for the campaign in his opening speech, reinforcing that Keep Me Posted EU is a **pro-citizen's choice** campaign rather than an anti-digital campaign. "I defend the Pro-Choice Approach. Inclusiveness shall be a universal principle" he stressed.

James Suter from London Economics stated that **receiving mail by post positively affects consumers' understanding and management of their finances**. This was the outcome of a behavioural comparative study among consumers receiving their bank statement digitally and on paper.

MEP Othmar Karas sent a message underlining the important role of the Parliament in current legislative dossiers at EU level, including cybersecurity and digitalisation of industry. He stressed the need for a balance between digital and paper. He is against a standardised model for all – **the freedom of choice must be safeguarded**.





Mag. Wolfgang Haunold from the Austrian National Bank provided interesting facts about cash and card payments, raising a trust issue as card payments allow traceability and access to personal information by third parties. He took a clear stand that a cashless society is not a positive model. “Consumers must maintain the possibility to pay in cash without being forced to do differently”.

Jean-Francois Junger, Deputy Head of Unit Public Services in the European Commission’s DG Connect stated that the digital transformation offers huge communication possibilities with citizens. However, **Europe cannot afford to lose cohesion of society.** “No EU citizens can be left behind” he said, adding that the public sector needs to be an inspiring model

for inclusion. This is enshrined in two complementary key elements of the e-government action plan: ‘Digital by default – the possibility to interact with public administration’ and ‘Inclusiveness’ – including 100% of society.

MEP Heinz Becker concluded the discussion thanking all speakers and participants and saying he was glad to see that the European Commission is a partner in defending European citizen’s right to choose.

For more information about the Keep Me Posted EU campaign please contact **Cynthia Wee-Neumann** – [cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org)

MARKET

# Keep Me Posted Campaigners in London

Just under a year since the last campaigner meeting, campaigners for the consumers and citizen’s right to choose between electronic and physical mail met earlier this month in London, home to the initial Royal Mail campaign.

The aim of the meeting was to build on best practices and tips received and share our experiences. It was also an opportunity to help potentially interested countries have a better sense on how to start a campaign.

In Austria, despite having an internet penetration at 80% the country still maintains a consumer-friendly legislation. The focus of the campaign is to educate citizens on about their rights. This is especially important as e-government is becoming a hot topic in Austria.

The Spanish campaign *Yo Decido Como Recibo* (“I decide how I receive”) continued to engage in informing Spanish consumers about their right to choose continues to put pressure on banks and service providers to comply with this law. In 2016, the consumer protection agency issued a report on illegal practices in forcing customers to receive digital invoices which fuelled inspection measures to ensure companies comply.

The Keep Me Posted UK campaign adopted a new motto “Better for all, essential for some” and celebrated their 4<sup>th</sup> anniversary with a large number of supporting organisations and charities. An increasing number of companies have adopted the Keep Me Posted mark of distinction and realise the benefits it brings to their customers.

In Slovenia the campaign “Send me a letter” has made strides since it began last year. The focus is on achieving legal certainty for consumers to have the right to choose. They will also introduce the “mark of distinction” to companies.

Newcomers from the Netherlands are excited about the prospects of a campaign in the Netherlands, given the

recent digital developments in their country. For example, digital mailboxes have been created for the citizens and it was reported that many have activated it but not used it.

Campaigners had the opportunity to meet and discuss with Lucy Anderson, a member of the European Parliament since 2014, representing London for the Labour Party in the UK. Lucy is a strong supporter of the campaign and believes that “choice is critical for consumers”. During the discussion, Lucy brought a number of concrete suggestions for both the EU and national campaigners.

Consumer organisations are central to all our campaigns. Therefore, campaigners listened intently to Arnold Pindar, president of ANEC’s presentation in which he shared the perspectives from a consumer organisation. Enshrined in the basic eight basic consumer rights are choice, inclusiveness and accessibility.

Beyond the European campaign, national initiatives have been established in Austria, Spain, Belgium, Slovenia, Denmark, Germany and the United Kingdom.

For more information about the Keep Me Posted EU campaign please contact **Cynthia Wee-Neumann** – [cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org)



**CORPORATE SOCIAL RESPONSIBILITY**

# Postal Operators from “Small Countries” Unite Under the RADAR Group



As the postal economy is constantly evolving, the need to think about innovative solutions to adapt to these permanent changes has emerged. Because of their size, their local proximity and the decision-making channels, postal operators from “Small Countries” have a vocation to become an operational think tank combining both economic and social efficiency.

PostEurop has therefore identified some topics of common interest among the “small countries” members in response to their expressed need to share experiences, to work together and to seize opportunities on effective and sustainable solutions.

Thus, the first planned action was to organise a kick-off meeting in the Principality of Monaco in which a formal ad-hoc working group was created. A workshop on “Corporate Social Responsibility applied to small countries, a driver of innovation and performance serving their sustainable development” was held during this first meeting.

The meeting began with a warm welcome from Cyril Gomez, the representative of Monaco authorities, Jean Luc Delcroix, General Director of Poste de Monaco, Jean-Paul Forceville, Chairman of PostEurop Management Board, Botond Szebeny, PostEurop Secretary General and Nathalie Ganzel, the Chairwoman of PostEurop CSR Activities Circle. The meeting was ideal for participants to agree on the importance of the cooperation among the small postal operators and to challenge the overall issue of decreasing mail volumes and the increasing number of parcels.

The participants defined their objectives and priorities together, proposed relevant topics for further discussion and set the working procedure. The scope of the meeting included on drafting a position paper to answer all questions raised, which was shared during the Bucharest plenary.

Jean-Luc Delcroix, from La Poste de Monaco was elected as the Chairman whereas Valérie Ballouhey-Dauphin, from Post Luxembourg was appointed as Vice-Chairwoman of the newly established RADAR (Reactivity - Agility - Decision - Adaptability - Result) Group.

The first workshop of the RADAR Group was held on 27 September 2017 in Bucharest, Romania. The meeting was aimed to share the Kick-Off meeting’s results with PostEurop members involved who could not attend, to finalise the three-year road map of the group actions and to offer the group positioning and governance within PostEurop activities.

**For more information about the activities of the RADAR working group please contact Antonino Scribellito – [antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org) or Waqas Ahsen – [waqas.ahsen@posteurop.org](mailto:waqas.ahsen@posteurop.org)**

CORPORATE SOCIAL RESPONSIBILITY

# Le Groupe La Poste, Posti and bpost Awarded the PostEurop 2017 CSR "Coups de Cœur"

PostEurop proudly announced the winners of the 2017 "CSR Coups de Cœur" awards during its Plenary Assembly. For the fourth consecutive year, the awards highlighted best practices in the field of Corporate Social Responsibility (CSR) amongst European Postal Operators in the areas of Employee, Society and Environment.



delivery trucks. This way, we are able not only to measure traffic conditions, but also to measure weather or road pavement conditions, which can be shared live with other drivers, thus increasing road safety" said **Nora Laaksonen**, Posti Head of International who received the award on behalf of Posti.

Finally, the "Coup de Cœur" for

The "Coup de Cœur" for **Employee** was awarded to Le Groupe La Poste for their "Accompanying caregivers' employee's initiatives" programme. In order to foster quality working conditions several programmes were developed for their caregivers' employees. Receiving the award on behalf of Le Groupe La Poste is **Béatrice Roux**, Directrice des Affaires Internationales. "The La Poste Group has developed a number of programs to identify an increasing number of caregivers amongst employees, who are sometimes unaware. Taking this situation into account quickly has a direct impact on the health of employees and cascades onto their performance within the company. This issue is a major one for the years to come which must be addressed today" said Béatrice Roux.



**Environment** was awarded to bpost for their original program "Beepost". This initiative began with populating the terraces of their Brussels Headquarters with bee hives, in order to provide bees with a safe place to build their colonies. **Julien Crutzen**, Regulatory Expert, who accepted the award on behalf of bpost stated "Over the recent years we have been seen a tremendous drop in bee populations throughout many cities in the world. As we need these great insects in order to maintain the sustainability of our Planet, it is with great pleasure that I see this project of bpost to kick-off so well. It provides the bees with a safe haven where they can increase their population and guarantee the continuation of pollination in Brussels."

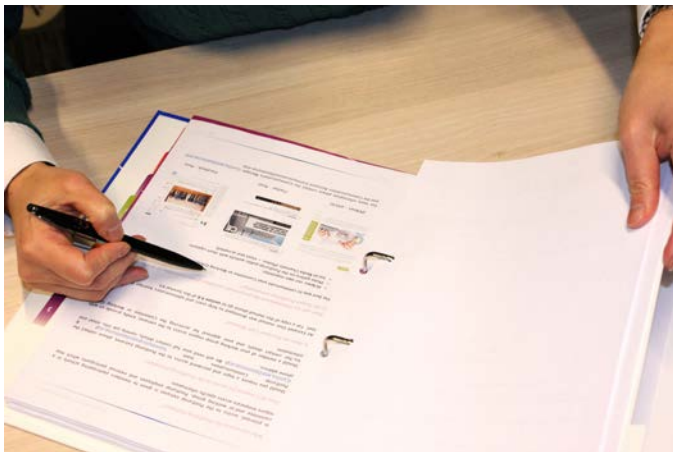
Posti was awarded the "Coup de Cœur" for **Society** in recognition of their work developed in "Improving road safety through digitalization". In partnership with the Work Efficiency Institute and with the VTT Technical Institute of Finland, Posti developed this data sharing exchange, providing the truck driver with real-time information. "This initiative from Posti can be a great example on how Big Data can improve citizens' lives by simply measuring and analysing the data that is being collected on a regular basis, using the sensors that were installed in our

Several external experts with experience in CSR participated to the final jury for the selection of the 2017 Coups de Cœur. Like in 2016, there was an increase in the number of the submitted entries, which made the jury extremely pleased to see that Postal Operators are investing so much creativity and quality in these CSR exchanges.

For more information about the CSR Awards and the CSR Activities Circle please contact **Nathalie Ganzel** - [nathalie.ganzel@laposte.fr](mailto:nathalie.ganzel@laposte.fr)

COMMUNICATIONS

# PostEurop Shortlisted for the 2018 European Association Awards



We are proud to announce that PostEurop has been shortlisted for the upcoming European Association Awards. The association "Survival Kit" project will be amongst the finalist for the Best Membership Initiative by an Association.

Winners will be announced in late February 2018.

## THE SURVIVAL KIT

### All you need to know to run a committee or working group

The PostEurop Survival Kit is an on-boarding manual designed to give each Chairperson and Vice-Chair all the information he or she needs to run or support a committee or working group. It contains upfront a frequently asked "Question and Answer" section, which refers to the appropriate content. The Survival Kit is written in a simple, easy-to-understand style and provides a wealth of information organised according to the following sections:

- Introduction
- Question and Answers
- Organisation – charts, contact sheets
- Communication – logo guideline, corporate identity, templates
- Organising meetings
- Financials
- Statutes and Internal Regulations
- Business Plan
- Competition Law and Compliance Policy

It's available in digital format. As and when required trainings in specific areas can be arranged.

For more information about the Survival Kit or the European Association Awards please contact **Cynthia Wee-Neumann** – [cynthia.wee@posteurop.org](mailto:cynthia.wee@posteurop.org)



**FINALIST**  
Best Membership  
Initiative by an Association

## EUROPEAN PROJECTS

# SDC Project - “Trend Research for the Postal Sector in 2030”

Under the Corporate Social Responsibility Activities Circle, PostEurop submitted new project to the European Commission DG Employment, Social Affairs and Inclusion, titled “Trend research for the postal sector in 2030” in June 2017. The Project has been approved recently by the European Commission and will begin soon.

The Project aims to bring forward the reflection on the outcomes from past projects and joint positions of the European social partners. It consists of a prospective study on the future of the postal sector, particularly from a social perspective. Trends impacting the postal industry will be identified and respective future scenarios created.

### The project is expected to:

- Contribute to a trend research enabling discussions between the social partners and ensure that they have a better ownership of the way ahead in accordance with the objectives set by the *EU 2020 Strategy for Smart, Sustainable, and Inclusive Growth*.
- Include some of the main social, economic and environmental issues in the reflections from the European social partners; therefore, contributing to the overall EU reflection on “key challenges ahead for our economies and for our societies” which is a priority of the *Agenda for Jobs, Growth, Fairness and Democratic Change*.
- Better consideration of the social impacts of the upcoming evolutions, in particular the evolutions of societies and of the working world in line with the main objectives of the *European Pillar of social rights*.
- Analyse the impact of digitalisation on the work organisation, activities and postal environment and support a digital society where citizens have the right digital skills to embrace this transformation, thus fully answering the objectives of the Digital Single Market strategy.

For more information about the SDC project, please contact **Antonino Scribellito** – [antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org)



EUROPEAN PROJECTS

# SAFEPOST II Project



SAFEPOST Project was PostEurop's approach to address EU security issues, in part responding to the estimation that there is one illegal or dangerous item for every 30,000 senders or every 180,000 packages which goes through the European mail stream.

A four-year and four-month project that came to conclusion in July 2016, SAFEPOST's aim was to establish a common European approach and procedures in postal security. It identified the industry's main security gaps and described measures to ensure the most secure operation for Postal operators.

With determination and to continue the excellent work in this domain, the SAFEPOST II Project is currently in preparation with the outstanding support and inputs from the SAFEPOST Working Group.

To prepare SAFEPOST II project, the PostEurop Projects team met with Reinhard Fischer from Deutsche Post DHL, Chairman of PostEurop's Customs Working Group on 18 July 2017 in Bonn, Germany to work on topics of Security & Customs to be included in the project.

The annual SAFEPOST Working Group meeting was held on 29 November 2017 at PostEurop headquarters in Brussels, Belgium with the scope to further discuss and develop the topics and build a consortium.

*"There is definitely a need for the follow-up of SAFEPOST Project. During the implementation of SAFEPOST Project we have realized that as the postal industry moves towards a more digitalized area, related to new e-services and markets, one of the biggest challenges will be cyber security and how we can protect our clients and citizens."*

**Antonino Scribellito**  
Project Manager at PostEurop

For more information about the SAFEPOST II project please contact **Antonino Scribellito**  
- [antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org)



**EUROPEAN PROJECTS**

# Erasmus + Programme: Age Management Training Strategic Partnership for Innovation in the Postal Sector – INNOV’AGE Project



The first transnational & multiplier INNOV’AGE Project meeting was held on 6 - 9 November 2017 in Athens, Greece. The meeting was of high importance as it gave the participants the opportunity to discuss the first results, and further plan the activities related to the project.

*“The INNOV’AGE Project’s insights and deliverables can stimulate the creativity and flexibility of postal partners to formulate better policies, and possible interventions that aim to overcome age barriers and to promote age diversity.”*

**- Ioanna Theodorou, Hellenic Post S.A., HR Director**

The multiplier event on 8 November attracted a large number of participants from Hellenic Post S.A. and KEK-ELTA S.A. Nathalie Ganzel, Head of European Affairs from La Poste Group and also the Chairwoman of the PostEurop CSR Activities Circle and the Training Working Group helped emphasized that the objective of this event is to share with participants some results and mindset that will be the basis of a training model. This model could be further adapted and put in place in our organizations taking into account the different challenges such as digitalization, leadership, transformation etc.

*“Generations have always been different. The question is do we have a such generation gap with the X, Y and Alpha, does it change the way of working and managing. At this stage of the project the answer is clearly YES. The challenge of the project is to support managers of our companies to take into account those evolution to be able to create a team at all level that can INNOVATE for sustainable companies.”*

**- Nathalie Ganzel, La Poste, Chairwoman of the PostEurop CSR Activities Circle**



Efrosyni Stavradi, Chairwoman of Hellenic Post’s Board of Directors mentioned the importance of INNOV’AGE Project and underlined that it is great to have the first multiplier event hosted





in Greece, the country of Culture and Education. The country that, even in hard times of its history, is able to reinvent itself, remain standing and fight. It is appropriate for a programme like INNOV'AGE: A programme co-funded by the European Union whose scope is to approach the topic of age management in the postal sector.

*"The workforce in Europe is ageing. A phenomenon that is notably intense within the Postal Organizations. This is exactly what INNOV'AGE aspires to deal with. And it seeks a way to deal with the issue, by building an innovative training prototype that will involve multigenerational teams with employees of different ages, which will allow the companies to be more efficient in the context of a constant reengineering of the postal sector. So that the younger can learn from the older, but also the older will learn from the younger."*  
- **Efrosyni Stavraki**, Hellenic Post S.A., Chairwoman BoD



The transnational and multiplier event provided an opportunity to disseminate the project, not only among the project partners but also to a larger audience of external stakeholders and interested parties. Dr. Irene Ntroutsas, Head of Unit from IKY – State Scholarships Foundation - Greece (in 2014 IKY was appointed as National Agency for the new European Union Erasmus+ Programme), also attended the event and spoke about the importance of Erasmus + Programme and the INNOV'AGE Project.

This meeting provided a great opportunity to celebrate the 30 years of the Erasmus Programme. Without such a Programme, these crucial issues would have never emerged in importance. It is key to increase awareness and elaborate on concrete solutions.

For more information about the Erasmus + Programme INNOV'AGE project please contact **Antonino Scribellito** – [antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org)



EUROPEAN PROJECTS

# UPU - PostEurop Key Strategic Regional Project

Operational readiness for e-commerce – Start-up Workshop.



The start-up workshop of the UPU “Operational readiness for e-commerce” (ORE) key strategic regional project for the designated operators of the countries in South Eastern Europe and Ukraine, was held from 27 - 30 June 2017 at the UPU Headquarters in Bern, Switzerland. The ORE Project falls under the umbrella of PostEurop Neighbourhood Programme (PNP) where the main objective of PNP is in the mutual interest of the European Postal Operators and their neighbours in promoting Operations and Quality of Service improvement; Customs; Security and stability in line with the European Security Strategy; Deeper cooperation in the fields of Postal Regulatory Affairs, Postal Social Affairs, Postal Operational Affairs and Postal Market Affairs based on specific needs expressed by PostEurop Members.

During the workshop Scribellito presented the PostEurop projects under the new UPU Regional Development Plan 2017-2020. The Project’s activities, responsible/involved partners, type of actions were illustrated. Among other topics, the Project goals, key performance indicators (KPIs) and its governance topics were also discussed in detail.

*“In the new 2017 - 2020 cycle, Project activities with South Eastern European (SEE) countries as well as PostEurop/RCC member countries will run in order to achieve the same excellent results for the joint UPU-PostEurop projects as previously achieved during the 2012 - 2016 cycle, taking into account also PostEurop Neighbourhood Programme (PNP) signed among UPU, PostEurop and RCC.”*

**Antonino Scribellito**  
Project Manager at PostEurop

For more information about the UPU – PostEurop key strategic regional project, please contact **Antonino Scribellito** – [antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org)





YOUR LINK TO POSTAL EXPERTISE

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or if you would like to contribute to the content please contact :  
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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.

[WWW.POSTEUROP.ORG](http://WWW.POSTEUROP.ORG)