

PostEurop NEWS

Your semestrial link to the postal industry

WINTER 2018-19



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FROM THE EDITOR



Dear Members and Colleagues,

While we are experiencing coldest winters ever in Europe, postal operators are kept warm during this busy period as we saw waves of letters, postcards, greeting cards and parcels go through our network.

Santa Claus received extra help from postal operators, in receiving his letters and cards from all the good little boys and girls on time before Christmas. Retailers took advantage of the festive season to advertise their special discounts to fill up our mailboxes.

E-Commerce retailers too had a field day pushing their goods at bargain prices on the increasingly popular good Black Friday, Cyber Monday, Christmas and New year sales period.

In this issue, you will find out what PostEurop has been up to throughout this period. I would like to take this opportunity to highlight the 25th Anniversary of the Association and thank each and everyone of you for making 2018 a memorable year.

We also enjoyed putting this large issue of PostEuropNews together for you. We hope that you will enjoy it.

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

EVENTS

Upcoming Events



FOLLOW OUR EVENTS ONLINE :

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7 MARCH

114th PostEurop Management Board Meeting

BRUSSELS, BELGIUM

26 MARCH

**UPU & Restricted Union Affairs Committee
Plenary**

RIGA, LATVIA

26-28 MARCH

Post & Parcel 2019 EUROPE

MADRID, SPAIN

1-5 APRIL

UPU Postal Operations Council Session

BERN, SWITZERLAND

THE ASSOCIATION

Andrus Ansip expressed gratitude to postal CEOs for the good work done

11 Postal CEOs met with Andrus Ansip, Vice President of the European Commission for Digital Single Market for a roundtable discussion in September 2018. A recurring event between leaders from the European postal sector and the Vice President. It is a great occasion to share information about the postal market and how regulation can further facilitate the change within the industry.

During the discussion, there was understanding that the ecommerce market is growing well and that customers today have choices as to how they want their parcels delivered. Meanwhile, mail delivery continues its decline. This also led to discussion on future challenges and opportunities linked to current trends.

Participants include: Koen Van Gerven (bpost-Belgium), Ivan Čulo (Hrvatska pošta - Croatia), Roman Knap (Ceská Pošta - Czech Republic), Andreas Gregoriou (Cyprus Post - Cyprus), Håkan Ericsson (PostNord - Denmark and Sweden), Ansi Arumeel (Omniva - Estonia), Philippe Wahl (Le Groupe la Poste - France), Elias Athanasiou (Hellenic Post - Elta - Greece), Ingimundur Sigurpálsson (Islandspóstur - Iceland), Matteo Del Fante (Poste Italiane - Italy), Peter Helexa (Slovenska posta - Slovakia), Jean-Paul Forceville (Chairman of PostEurop), Botond Szebeny (Secretary General of PostEurop) and Holger Winklbauer, CEO of IPC.



THE ASSOCIATION

25 Years of PostEurop

Everyone in PostEurop had the opportunity to share their cheers and best wishes during the 25th Anniversary campaign. The numbers of creative videos and photos received reflects the high engagement we see within the PostEurop community. It also meant that expectations were high for the PostEurop Plenary Assembly in Georgia in which a gala dinner evening was dedicated to celebrating the Association's 25th Anniversary.



Plenary Assembly

With the highest number of participants registered for the event, preparations together with Georgian Post, our host was more rigorous than ever. Delegates were given a warm Georgian welcome on their arrival to Tbilisi.

To mark this special occasion, the PostEurop plenary assembly was held in the historic Ampitheatre once used by the Georgian Parliament at the Biltmore Hotel in Tbilisi. Welcome addresses were given by special guests Mr. Giorgi Kobulia, Minister of Economy and Sustainable Development of Georgia, Mr. Levan Chikvaдзе, CEO of Georgian Post and Mr. Pascal Clivaz, UPU IB Deputy Director general together with Mr. Jean-Paul Forceville, Chairman of the PostEurop Management Board.

The day's agenda filled with discussions on internal matters went smoothly and various decisions were made. The most significant is the endorsement of the mid-term strategy review proposals as well as the proposed changes to the Association's statutes and internal regulations.

25th Anniversary Celebration dinner

After a day of internal issues, delegates transformed themselves and enjoyed an entertaining evening at the 25th Anniversary celebration dinner. A much appreciated and touching video with all the cheers collected from the PostEurop community was shown and released online. As part of our celebrations, winners of the Innovation, CSR "Coups de Coeur" and EUROPA Stamps awards were announced.



Very own Postal Start-up summit

The new Business Innovation Forum, a partnership between the Plenary Business Forum and Operations Activities Circle Innovation Forum teams, brought delegates their first ever Postal Start-up Summit.

Months of preparation took place in which Members were given the opportunity to propose start-ups with a strong track-record, to pitch to PostEurop members during the Business Innovation Forum. Thanks to the numerous Start-Ups submitted by PostEurop members, the organising team were able to put together a dynamic programme.

Kicking off the postal start-up summit were keynote speakers Mr. Avtandil Kasrade, Acting Chairman of Georgia's Innovation and Technology Agency and Mr. Peer Bentzen, EVP Business Development, Post eCommerce-Parcel at Deutsche Post DHL. Mr. Kasrade presented the forward-thinking approach of the Georgian Government to build an innovative economy and supporting start-ups through Georgia's Innovation and Technology Agency (GITA).

Mr. Bentzen, a known speaker and face in the Innovation and Start-Up industry spoke in length about how Start-Ups can help bring innovation and solutions to the postal industry. Apart from shifting to new attitudes and openly accepting disruptions, postal operators must persevere and never give-up too quickly. With the right attitude comes success.

Delegates also had the opportunity to witness first hand a string of innovations in various areas including the use of the Internet of Things (IoT), Artificial Intelligence (AI), E-Commerce and Logistics from the pitches lined up. Moreover, delegates were able to interact with start-ups at leisure.

The feedback received from a survey conducted, in which a 95% of respondents are satisfied with the overall event, reflects the success of the event.

"The plenary is still a very formal exercise but a good attempt to introduce interactivity. The business innovation forum has also brought originality. Very well organized. Congratulations!"

In retrospect over the 25 years, PostEurop and the community it has brought together has come a long way through hard work and perseverance. Challenges are addressed together and success are celebrated.

We hope that our members will join us in the next Plenary Assembly and Business Innovation Forum, which will take place in October 2019, hosted by Jersey Post.



For more information please contact
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THE ASSOCIATION

Swiss Post & Smart Pharma

A Winner of the 2018 Innovation Award

Congratulations to Swiss Post on receiving the 2018 PostEurop Innovation Award for their **Smart Pharma** solution in collaboration with modum.io AG. We interviewed Swiss Post Project Manager, **Dominik Troendle** and Swiss Post Start-Up Partnership Manager, **Valerie Riedo** for their insights.

Q: Can you tell us more about the Smart Pharma project? Its impact both for businesses and citizens? The benefits?

Together with the start-up Modum, Swiss Post has developed a solution to monitor temperatures during the shipment and delivery of pharmaceutical products. Temperature monitoring along the supply chain is vital to ensure that drugs, for example, are safe and effective once they reach the patients. The trusted monitoring and easy control and handling of the digital data collected can bring a positive impact to both the businesses involved in the distribution process and the end consumers.

The **Smart Pharma** project enables the data provided by temperature sensors to be automatically read out by Swiss Post as a third-party logistics provider, at point of delivery and reliably secured on the blockchain. This way, the pharma producer, for example, can pre-program alarm criteria, monitor shipment status, and see the data collected during transit immediately upon readout. By using the blockchain we can increase overall trust in this sensitive data and support regulatory compliance under the pharmaceutical industry's stringent requirements.

Q: Can you tell us about Modum? What inspired the start-up?

Modum is an exciting young company that has been developing monitoring solutions for quality-sensitive supply chains since 2016. Their blockchain-based solution MODsense is very easy-to-use. It can ensure quality and support regulatory compliance for high volumes of shipments in last-stage logistics. Recorded environmental data – specifically temperatures in the case of Smart Pharma – are secured on a blockchain to increase the confidence between producers, logistics partners, and consumers so that all parties can be certain that quality has been ensured.

Q: Can you tell us about your collaboration with Modum?

Modum applied for the Swiss start-up programme Kickstart Accelerator in 2016. They were one of 30 selected start-ups out of 800 applicants. It was during this programme that members of the Swiss Post Open Innovation team met the Modum team and our cooperation began. The start-up

participated in joint co-creation workshops and started to work on a first proof-of-concept for their digital supply chain monitoring solution. The start-up also benefited from regular sprint meetings and from coaching support from Swiss Post. This collaboration led to development of the awarded **Smart Pharma** solution.

Q: What are the key learnings for other postal operators who are looking to partner with start-ups?

First, our approach as a postal operator is to collaborate closely with different start-ups identified through national and international scouting. Our experience shows that such an approach can help start-ups to focus on customer needs and strengthen the market fit of their solution. Secondly, it seems essential to rapidly develop and test applications as we did with Modum for temperature monitoring for pharmaceutical products. Each year, such collaborations between Swiss Post and start-ups has led to various projects: many pave the way to important developments of products and services in the postal markets.

Q: What are your future plans for smart supply chain monitoring?

The technological solution used for the smart temperature monitoring and the insights gained can be used to address different traceability and monitoring challenges in the distribution process. With the boom in e-commerce, it becomes increasingly important for the end consumers to be sure about the origin, authenticity and quality of the products they get delivered by the postal operator. Swiss Post is keen to develop further digital supply chain monitoring. There is also a huge potential to automate and simplify the seamless collaboration throughout the delivery process.

See also
PostEurop Innovation Award
Swiss Post Innovation
Modum



REGULATORY

EAC brings up hot regulatory topics in Paris



On 22 November 2018, the European Union Affairs Committee (EAC) of PostEurop met in Paris for its Autumn Plenary Meeting, hosted by Le Groupe La Poste.

Beyond the usual agenda points covering all the working groups and monitoring activities, this plenary meeting had a particular focus on the challenges coming from the Mobility Package Legislation and the crucial Customs hot topic. A keynote was delivered by Mr. Reinhard Fischer, Senior Vice President of Deutsche Post DHL and Chair of PostEurop Customs working group. Furthermore, reference and information regarding the new “Emerging Industry trends” task force under the PostEurop Market Activities Circle, were brought up within the EAC. The new group will focus on following the developments of Platforms & Blockchain technology phenomena which PostEurop Management Board considered relevant to the industry.

A lively debate on the topics of Data Protection, as the General Data Protection Regulation (GDPR) implementing issues and on the important aspect of ePrivacy, took a pivotal slot in the order of the day.

In addition, prospective discussion was had concerning the strategic planning of the work organization of EAC, in the coming years.

The Postal Directive working group meeting was held the day before, in which reflection were made on the expected postal regulatory framework or Universal Services Obligation (USO) review.

We would like to thank Le Groupe La Poste for the warm welcome and for hosting this successful meeting. The next EAC Plenary will take place in beautiful Lisbon on 10 May 2019.

Latest PostEurop positions

- Directive on the re-use of public sector information – 22 January 2019
- ePrivacy – 21 December 2018
- Service in the Member States of Judicial and Extrajudicial documents in civil or commercial matters – 19 December 2018
- Contribution to the ERGP Draft Work Programme 2019 consultation – 24 September 2018

For more information about the EAC and Postal Directive working group activities please contact **Antonio Amaral** - E: antonio.amaral@posteurop.org

OPERATIONS

Data Integration Day – Capturing more dimensions

The PostEurop's Operational Activities Circle (OAC) and partly together with the Customs & Security Transversal organized an intensive week of meetings in Tallinn in November 2018.

As the content of all the meetings was directly or indirectly related to each other, it provided members the opportunity to attend and benefit from numerous topical presentations and conversations in a single trip. The various meetings included the Remuneration Forum and the Customs Group as well as of the Quality of Service and Operations Working Groups. A special meeting with IPC discussing Interconnect topics concluded the intense week. Members of the OAC Steering Committee also had the opportunity to meet in the same period. The peak of this intense week was the PostEurop Data Integration Day.

PostEurop Chairman Jean-Paul Forceville and Omniva's CEO Ansi Arumeel welcomed the audience and underlined the relevance of understanding postal data and their potential. David Pilkington from Royal Mail (PostEurop Management Board Member and Co-Chair of the Customs & Security Transversal) then set the scene for the Data Integration Day and walked us through a dense program.

Estonian Post / Omniva – while celebrating with us its 100 years anniversary – has been generous in hosting the meetings. A dinner in a fine restaurant allowed for great networking and all participants were also invited to Omniva's brand new Logistics Center which is impressive by its size and state-of-the-art equipment.



OPERATIONS



Roman Knap (CEO Czech Post) opened the session on the new data environment and gave stunning examples of the huge opportunities which come with Big Data, also in the postal sector. Speakers from NATO, the UK Border Control and Canada Post talked about cyber-crime, data security issues and the role of the Posts. Top urgent topics as the US STOP Act were explained and analyzed in its impact on European postal operators. Marie Frenay, Member of the Cabinet spoke on behalf of Vice President Andrus Ansip updated participants on the current data agenda of the European Commission.

In the session on postal data flows a UPU representative described how Advance Electronic Data (AED) can facilitate seamless operations. Experts from Iceland, Great Britain, Germany, France and Latvia spoke about data capture at their source, data exchange among Posts, the exchange between Posts and Customs & Security authorities as well as about the role of data provision in international postal remuneration. To sum it up, "data means money" was the clear message. The last session was devoted to innovative solutions in using data. Colleagues from Slovenia and Estonia presented best practice examples while IPC introduced their systems and tools.

High level speakers, industry leaders and excellent experts shed light on many dimensions of the (postal) data area. Q&A sessions and vivid discussions clearly proved the relevance of the topic. The increasing need for timely and

accurate data in the cross border postal supply chain became obvious and the awareness for the critical role of data could be raised among the PostEurop membership. We all need to understand opportunities and risks as well as the current and future regulatory demands. The Data Integration Day definitely encouraged us to improve the efficiency of processes and the quality of service in postal operations by benefiting from the gigantic potential of data.

An amazing number of 40 PostEurop members attended with 143 participants in total. English-Russian simultaneous interpretation was provided and appreciated by a number of attendants. A large number of participants actively contributed to the discussions. The resonance to the special format and the content of the Integration day was very positive. OAC plans to follow up and set up a similar program 2019, so watch of for our communication. The postal data topic is here to stay, there are more facets to be explored and the aspects which we discussed in Tallinn need continuous updating. Active exchange of information in combination with open and inspiring discussions on implications and solutions this is PostEurop at its best!

(Jürgen Lohmeyer)

For more information about the PostEurop Data Integration Day, please contact Maire Lodi - E: maire.lodi@posteurop.org



OPERATIONS

Interview: Big Data at Czech Post

During the Data Integration Day, PostEurop had the opportunity to speak to Roman Knap, Czech Post CEO, who is also passionate about the future of Big Data. Given his background and extensive experience in the IT industry coming from SAP and Oracle, we were privileged to gain some of these insights first-hand.

Q: What impact can you see Big Data having on the Postal Industry?

The impact of Big Data is naturally significant as postal and logistics processes generate enormous amounts of data. In a broader sense, Big Data (and its effective exploitation) is becoming extremely important for every company that seeks to succeed in its business, and this is even more true for highly competitive markets such as the e-commerce driven postal sector. Data helps rationalize postal processes, offer new customer service and enhance postal operators' competitiveness.

Big Data may facilitate new business opportunities, aid to meet customers' expectations, give a fresh impulse for digital transformation.

They may even be monetized externally. According to a recent DHL study, most delivery companies all around the world invest in big data analytics, similarly as in cloud applications or blockchain technology.

Potentially, big data may also help to identify citizens' incidence and profile, which may have many uses, e.g. for direct marketing, branch network adjustment or monetisation by offering information about reliability of the posts' customers to banks or mobile operators. But monetisation usage also means lots of work in the area of aggregation and anonymisation of the data.

Q: In your view, how can logistics and supply chains benefit from Big Data?

Big Data presents a huge potential to the sectors - sufficient capacity to effectively manage, analyse, interpret data in order to implement appropriate changes in day-to-day business routine or adopt strategic decisions about company's orientation and product portfolio will be the key factor of company's future success or failure.



The reality of Big Data has arrived, and it is the only way to successfully compete in contemporary situation of customers' increasing demands and changing needs.

Big data and their analytics may also help posts in the current reality of disruptive competitors and new business models and give them a competition advantage over the disruptors.

OPERATIONS

Q: What are the main challenges when processing the collected data?

We see two main challenges connected to processing of data. The first is the data quality itself, i.e. how to assure its appropriate quality not only at input stage but also during the whole life cycle. The second challenge is to cope with is how to correlate data flows with postal items flow, which is very important for service quality.

Also, personal data protection is a challenge.

Q: How postal operator use and treat data beyond its traditional use is increasingly important. What is Česká pošta currently doing to take the best out of Big Data?

Česká pošta has been using several analytical tools - e.g. PostNetControl (route optimization), Last Mile Designer or Estimated Time of Arrival to plan and optimize parcel delivery routes, to increase the rate of successful deliveries, or to inform the customers about the estimated time of delivery. At the same time, we share selected data with our business customers in order to manage the quality of input data to our logistics and thus the success of delivery. Data from all sources are being inserted, stored and analysed within so-called Data Warehouse, which assures for compatibility and increases the quality of data outputs.

Q: How important is Big Data for Česká pošta?

Data is an integral part of our processes. We use it to design new services as well as to manage logistics of shipments and services. Nevertheless, the ever-growing competition on both national and international postal market and rapidly changing business environment force Česká pošta to search for innovative ways of data exploitation.

Q: Do you see it taking an important role on the future development of your company?

Česká pošta will continue in introducing new data-based services in order to create an added value to its existing postal products. Relevant data and its effective exploitation are the prerequisite for what contemporary customers want – to dispose of online data about their shipments and to manage their life cycle. Hence, Česká pošta will have to pay an increased

attention to data in the future. We are currently elaborating a new strategy of the company to be presented in the months to come, and data analytics will constitute one its pillars.

To sum it up - postal operators must simply embrace the new Big Data reality and use it to their advantage – and for that, recognizing and interpreting the right data is essential.



OPERATIONS

Highlights from the Remuneration Forum in Tallinn



The PostEurop Remuneration Forum met for the second time in 2018 in Tallinn (Estonia) on 13 November. A high attendance of 35 PostEurop members and observers from UPU and IPC (more than 60 persons) attended the meeting.

The meeting began with a summary on the decisions taken at the UPU Extraordinary Congress in Addis Ababa regarding the Integrated Product Plan (IPP) and other important subjects. Then detailed explanation and discussion were conducted on the "C6" resolution" from the Addis Ababa Congress, a mandate for the future work of the Postal Operations Council (POC) and Council of Administration (CA) on remuneration, up to the next UPU Congress in Abidjan in the summer 2020.

Members also received an update on the results of the POC and CA meetings in October 2018. During the October 2018 session (S4), the UPU CA has agreed to study the possibility of accelerating the studies on remuneration for small packets, even before the Abidjan Congress, in the course of 2019. Many questions were raised regarding the process which appears to be very complex and demanding.

In addition, there have been different presentations on the POC Remuneration Integration group activities and its Expert Teams. There are several options on the table for the future UPU remuneration system, but more analysis is needed to understand the various models and its impacts.

Questions were also raised regarding the current system. Many concerns were raised regarding the increasing re-mail activities for small packet volumes. Members were informed about the creation of a Task Force within the UPU on this matter.

Russian Post has kindly offered to host the next meeting of the Remuneration Forum in St. Petersburg, Russia. This will take place on 26 - 27 June 2019.



For more information about the PostEurop Remuneration Forum, please contact **Björn Arni** – E: bjoern.arni@post.ch

OPERATIONS

QUALITY OF SERVICE & OPERATIONS WORKING GROUPS JOINT MEETING



This year the Quality of Service (QoS) and Operations meeting took place as part of a series of events in Tallinn. The whole event was extremely well organized, thanks to PostEurop and Omniva, successfully gathering hundreds of delegates from the posts and competent speakers in one place to share information and experience.

Information sharing is a key principle for PostEurop. Starting the QoS and Operations joint meeting with a short reminder of the mission of the groups and of the compliance rules was very much appreciated. The summary of the UPU extraordinary congress decisions was broached.

The general recap about the introduction of the UPU E-COMPRO service and the relevant incumbent changes in EU planned for 2021: the cancellation of the VAT exemption thresholds and the introduction of ICS2, given by the Polish Post was both useful and informative. These forthcoming changes impose a general obligation for postal operators outside the EU to provide ITMATT, not only to simplify the customs declaration at destination but, most important for security screening. These matters will be certainly further discussed in the future, within the whole postal community.

Quality of service indicators and improvement action plans for Parcels, EMS, Letters, Express and Registered mailing were shared and reviewed. Participants not only gained a good perception of the general level of the service in the Region, but they were also reminded of the issues experienced by the destination postal organization due to lack of compliance with the UPU rules at origin. This impacts not only the speed of inbound process but also the End-to-End service provided for the customers.

Some operators shared their experiences: Ukrposhta showed the results of an action plan stemming from an ORE (Operational Readiness for E-Commerce) review carried out by the UPU in 2017 sided by the implementation of the programme on post offices computerization to improve the ability to provide data. After the implementation of EMSEVT v3 and ITMATT transmission: by the end of 2018 more than 4000 post offices were automated bringing great benefit to the population of the cities and villages of the country. Mobile apps and chat-bots were introduced with impressive results. On top of these improvements, particularly interesting was the initiative of establishing an E-Export School to help SMEs to enter foreign markets, successfully sell their goods abroad and boost their export volumes.

A very interesting experiment was also shared by Omniva, together with the Estonian company Levira.com, to detect if and when an item is posted in a remote mailbox. Sensors installed in the mailboxes transmit a sign whenever activated by a letter being introduced in the mailbox itself, with the clear advantage that the collection run can be optimized by emptying that specific mailbox only when needed. By doing so, not only does the postal company save time and resources but also the environment is better taken care of. In this respect, Omniva also shared the results of the Eco-driving project, introduced in 2018, to reduce fuel and maintenance costs, accidents and CO₂ emissions through the installation of GPS devices in each courier van which allows registration of driving actions per car and per driver. Constructive competition is introduced, and best performers are recognised and rewarded.

To conclude, participants returned with new ideas that can be applied to their daily work and in bigger projects in our organizations.

Anna Lanfranco
Poste Italiane

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OPERATIONS

WORKING WITH THE PROCESS REVIEW TEAM IN AZERPOST



This year from 29 October till 2 November, I had the possibility to participate in the on-site operational readiness evaluation (ORE) Azerpost for e-commerce).

The mission was organized within the framework of the key regional strategic project of the UPU for Europe and Central Asia. It has to be pointed out that the team of visiting experts worked closely and in full co-operation with the team of Azerpost specialists. To all of the questions raised during the evaluation exhaustive answers were provided, the local team was open and ready for a constructive dialogue. During on-site visits quality of service, EDI exchange and supply chain operations were evaluated. The team of experts visited various postal facilities with the aim of analysing operational processes, their compliance with standards and requirements as well as suggesting possible improvements. The interest and willingness of Azerpost management to take on board innovative solutions for

the development of international e-commerce via the postal network, the presence of dedicated and experienced operational staff together with active cooperation with business companies and customs authorities is beyond expectations. Azerpost efforts to implement the IT solutions of the UPU PTC in the office of exchange (IPS, CDS, QCS, GMS, STORM, GCSS) alongside the domestic postal banking system Colvir deserve a separate credit. Eventually the status of Azerbaijan's achievements on its roadmap to operational readiness (for e-commerce) was updated or re-evaluated in line with the results of the mission. It was recommended to plan a number of additional activities alongside the necessary corrective actions.

The professional attitude and knowledge of my team mates Ms. Maire Lodi, PostEurop and Ms. Valentina Bilous,

Ukrposhta have to be mentioned separately. Their understanding of operational and IT processes is perfect, their suggestions on how to bring postal operations in line with the legal requirements of the country hosting the mission were of vital importance. They are glad to share their knowledge and experience gained in other countries so that it could be put to use in the country under evaluation. Professional experience gained being a member of such a team is invaluable.

Natalia Piletskaya
Head of Production «Minskaya pochta», Belposhta

For more information about the Process Review and Process Assessment at PostEurop, please contact **Maire Lodi** – E: maire.lodi@posteurop.org



OPERATIONS

Green Mobility Forum



“Think different!” and “what if you cannot enter the city with your Euro6 fleet tomorrow morning?” were two presentation titles that were somewhat key at PostEurop’s Green Mobility Forum and the Green Post+ Initiative. The two-day event that took place on 21-22 November 2018 in Brussels and at the Tech Lane Science Parc in Ghent. The meeting was aimed at sharing knowledge on latest green technologies and learning new visions of users, current suppliers and disruptors alike on green mobility.

RENAULT and SAIC (Shanghai Automotive Group) shared with us their ambitious plans for 2021. Plan net Solar and SAP demonstrated how renewable energy, intelligent charging infrastructure and IT solutions are, cleverly combined, shaping the eMob picture already - by offering supercharging in less than 15 minutes, or by developing new business models such as combining group electric vehicle (EV) purchase, power supply and intelligent charging infrastructure. Omniva presented a practical example of how to make use of its 1,000 vehicles to reduce costs and to drive ‘greener’ by using data that the fleet produces every day.

Multi-purpose use of Data might be a side subject for postal fleet management yet, but the German start-up UZE-mobility makes it their main focus.

The founders want commercial low emission vehicles (LEV) to display geo-targeted digital advertisement, collect and combine data on traffic, emissions and weather conditions by using UZE-mobility’s data set-up box and displays. In turn, leasing of the LEVs will be for free. The e-mobility (eMob) market is a vibrant one and this was proven by the European Commission, DG Move. Smart cities are the future and providing mobility is key. All kinds of projects are currently running and the European Commission estimates that the market for smart city solutions to be around 1,8 trillion € in 2020. No wonder that start-ups are tipping into this market to easily collect money from investors. The day ended with a visit to an Air Liquide Hydrogen recharge station in Zaventem.

The second day focused on the technologies that lead to green mobility – plus a lively discussion on the solutions presented. We listened to an overview of battery technology, prospects of different chemical compositions and, Fast Charge Battery Technology. China alone will have 4 million charging stations of various kinds by 2020, An Post’s supplier for charging stations claimed that the Irish Post will have its fleet 100 % electric by 2021, and Toyota is heading for 30,000 hydrogen powered Mirai saloons sold p.a. by 2020. Ghent University’s Department of Electronic Energy, Mechanical Construction and

Systems (EELAB) stressed the advantages of Ultra-Light Electric Vehicles vs common EVs: CO₂ emissions could be reduced by factor 5. Mazaro, an automotive engineering company, explained its light-weighted transmission system with specifically arranged planetary wheels, significantly increasing transmission efficiency. What the authors of this article particularly kept in mind: the Chief Engineer and founder did work for McLaren and Ferrari before. Finally, we all enjoyed the test driving of the various vehicles of COLIBUS, GOUPIL, ADDAX, RENAULT, and SAIC.

After the successful event, we are already looking forward for the next GMF & GreenPost+ Forum in 2019.

For more information about the PostEurop Green Mobility Forum, please contact **Sašo Turk** – E: saso.turk@ps-logistika.si



OPERATIONS

E-COMMERCE READY AT POŠTE SRPSKE



Recognizing that e-commerce as one of the most important generators for future growth, Pošte Srpske decided in 2017 to join UPU's ORE (Operational Readiness for E-commerce) project. Participation in this project gave the company a broader view and helped discover new opportunities, not only in terms of new opportunities in cross-border e-commerce mail exchange, but also in terms of how to improve everyday operations. Having all this in mind and taking into account positive experiences from previous PostEurop missions (Process Review in 2009 and Process Assessment in 2011), Pošte Srpske was glad to welcome Maire Lodi (PostEurop), Drazen Ladiš (Croatian Post) and Andrej Oreško (Lithuania) as internationally recognized postal

experts to conduct ORE consultative session in Pošte Srpske from 26 - 30 November 2018.

In addition to basic operational requirements that were already in place in Pošte Srpske, the ORE methodology (Roadmap and Action Plan) focuses mainly on digital visibility and data exchange as a basic precondition for adopting postal operations to growing e-commerce volumes and to provide better customer experience. Providing better customer experience makes postal operator desirable partner for e-sellers thus generating more e-commerce volumes. Like other postal operators, Pošte Srpske has already experienced growing volumes of e-commerce items. All this began as

international orders (mostly from China), but in the last few years more and more domestic businesses are present online. Knowing all these facts, the Pošte Srpske ORE team had long discussions during preparations for this ORE mission, focused mainly on how to overcome the company's inability to establish international EDI exchange with other postal operators. It is well known that this is the nature of the state administration structure and postal sector organization in Bosnia and Herzegovina.

Nevertheless, Pošte Srpske remain focused on their weaknesses and developed solutions aimed to support e-commerce. The UPU ORE team gave several times positive feedback to Pošte Srpske when looking at their solutions and operational procedures. Indeed, Pošte Srpske developed its own e-commerce platform aimed to offer online presence to e-sellers and thus generate more e-commerce items delivered by Pošte Srpske. The platform is in test phase now and will be operational in early 2019. Beside this, Pošte Srpske developed a few IT solutions providing more tracking info and consequently better visibility to customers. It is also worth mentioning their participation in UPU Global Monitoring System (GMS) measurement, use of Global Customer Service System (GCSS) for inquiries, domestic quality measurement system and applications providing operational reports on a daily basis, management of customer compliances and electronic exchange of verification notes between postal offices and sorting centers. No less importance should be given to delivery data exchange with the other two designated operators in Bosnia and Herzegovina (BH Pošta Sarajevo and HP Mostar).

During the five-day mission, the UPU ORE team visited Pošte Srpske international and domestic facilities including their office of exchange, main sorting center in Banja Luka, customs post office as well as posting and delivery post offices. Meeting with customs authorities had also been arranged. It was one of the most remarkable meeting as customs officials showed a great level of commitment and understanding of postal processes and regulations. Pošte Srpske employees really appreciated spontaneous and friendly approach our visiting postal colleagues had during the mission and visits to our premises. This relaxed approach created a friendly working atmosphere inspiring the Pošte Srpske team to do their best and to contribute to the common goal

The mission's findings suggested that Pošte Srpske has already developed a solid foundation for future growth of

e-commerce. However, there is still large room for improvements, especially when it comes to international Electronic Data Interchange (EDI) exchange and data exchange with the other two designated operators in Bosnia and Herzegovina. Further improvement measures should be introduced in "Brza pošta" (domestic express mail service) as a key service for future growth of e-commerce volumes, ensuring more space in operational facilities and introducing more delivery choices and easy return solutions. Extension of a RFID infrastructure is also highly recommended, taking into account that new RFID equipment in sorting centers and delivery offices would significantly increase Pošte Srpske capability to identify weak points in everyday operations and take corrective actions in a timely manner. IT solutions supporting operational processes should be upgraded or the new ones developed, enabling Pošte

Srpske to capture and transfer customs and address data in real time. All these measures should result in better customer experience as probably the most important topic in e-commerce business.

For Pošte Srpske, the ORE mission was an extraordinary opportunity to share thoughts and insights with leading postal experts and earn benefits from their ideas and experience. Their proposals are valuable for our future activities and Pošte Srpske is deeply grateful for the expertise. Once again, the postal sector showed great level of cooperation. The willingness to share and help each other makes postal operator competitive and relevant in today's digital age and brings bright future prospects to all of us.

Darko Tutnjevic
Head of Domestic Operations
Poste Srpske , Banja Luka,



For more information about the Process Review and Process Assessment at PostEurop, please contact Maire Lodi – E: maire.lodi@posteurop.org

OPERATIONS

BENEFITS FROM IPS WORKSHOP



The tenth IPS workshop took place this year and it was organized with the participation of PostEurop and Postal Technology Centre (PTC) at the UPU.

The meeting was organized in a very professional and substantive manner for PostEurop members who use the International Postal System (IPS).

Over the years, the workshops have expanded the participants' knowledge on topics directly related to international operations and technical issues. It has provided participants with expertise gained from the PTC representatives and enabled direct exchange of experiences between postal operators and mutual support in developing best practices.

Participation in presentations and discussions, exchange of knowledge and examples with other operators in the field of new solutions in difficult postal projects related, among others, to the



postal customs area (such as: exchange of ITMATT messages, implementation of postal EAD - mail data flows for the ICS2, exchange of CUSITM, CUSRSP, and CDS customs messages, new version of IPS and IPS cloud, Securex) has enriched our existing knowledge about IT and operational solutions in the field of postal service delivery.

The opportunity to talk directly with the developer of IPS/CDS system, Postal Technology Centre, on the new IT solutions and functionalities used in the new versions of IPS, was undoubtedly an added value.

As a participant of all the workshops to date, I would like to cordially thank PostEurop and PTC, and congratulate them on great organization, atmosphere and level of these meetings, and wish the organization further fruitful and valuable workshops.

Iwona Majcherek
Product Manager
Strategy, Development and
International Affairs Department
Poczta Polska S.A



OPERATIONS

Celebrating 20 years of EMS excellence

The EMS Cooperative is celebrating its 20th Anniversary in 2019. The timing of the creation of the EMS Cooperative was inspired as EMS service improvements have coincided perfectly to meet customer demands due to the rapid rise of e-commerce worldwide.

For the last 20 years, the 181 members of the EMS Cooperative have worked together to ensure that EMS is positioned to meet the needs of international online shoppers. EMS is an important cross-border delivery solution and recent growth in the EMS network demonstrates that EMS is already a market-ready e-commerce service.

Europe has been an important region in the EMS story and currently 50 operators in Europe have shown their commitment to EMS by being members of the EMS Cooperative. The EMS Cooperative values its close working relationship developed with PostEurop over the years. For the last three years, the EMS Cooperative has been actively participating in the PostEurop Quality of Service and Operations Working groups and sharing EMS best practice to improve service quality.

EMS Cooperative projects have focussed on improving visibility through the whole supply chain from posting/ collection of an item through to final delivery. The EMS Regional Coordinator for Europe, Ms Carmen Bernardino has delivered well-received presentations during PostEurop workshops on end-to-end performance including export, transport and delivery performance. In addition, there has been a drive to improve customs clearance through the

development of the EMS CN 23 label, customs compliance and the expansion of measurements, including time in customs and customs declarations sampling.

In a competitive market, EMS must keep meeting customer expectations for increased visibility and as such, the EMS Cooperative is leading the implementation of EMSEVT V3 standard worldwide. EMSEVT V3 provides additional tracking events and expands data elements to better represent today's business needs and operational processes. EMSEVT V3 EDI messaging was made mandatory for EMS in 2016 and the EMS Cooperative shared with PostEurop its work on the development of EMSEVT V3 compliance reports including the differences between EMSEVT V1 and V3, mandatory events, data and elements that are mandatory. As always, a focus of the EMS Cooperative is to collaborate and highlight best practices and case studies enabling European operators to improve operational processes and customer visibility.

An EMS Cooperative 20th Anniversary celebration will be held during the EMS Cooperative General Assembly on 28-29 March 2019 in Berne, Switzerland to mark this important milestone. While we will reflect on the lifetime value of the EMS Cooperative over the last 20 years, our focus is on the future and PostEurop can count on continued collaboration with the EMS Cooperative to improve EMS quality of service. The goal must be to meet the changing needs of customers in Europe and the rest of the world by continuing to provide EMS global service excellence, new innovative features, and value for money.

Web: www.ems.post/en



MARKET

Keep Me Posted campaigns from around the world met in London

Last November, seven citizens' rights campaigns and five future campaigns were represented at the Keep Me Posted (KMP) Campaigner's day that was organized by Keep Me Posted EU and hosted by the Royal Mail.

This third campaigner's day took place at the headquarters of Royal Mail in London. Apart from five European campaigns (UK, Spain, Slovenia, Germany, EU) present, campaigners welcomed Kellie Northwood and Phil Riebel representing the Australian and North American campaigns respectively.

All campaigns gave updates on recent challenges and success stories.

The Spanish Yo decido como recibo campaign's most recent project is called Fucifectura, a platform to support consumer claims or complaints with a landing page and a call center, generating formal complaints and massive inspections. Overall their activities over the last four years have been confirmed to have halted the mail decline in Spain.

In the UK further 10 companies were in the process of being awarded a mark of distinction for respecting consumers' right to choose. The Slovenian KMP campaign (Poslji mi pismo) is currently advocating for amendments to the Slovenian Consumer Protection Act and the EU campaign is busy preparing the elections to the European Parliament next year. In Germany, campaigners achieved the support of Ver.di, the biggest German trade union, the private postal operators' federation and the German paper merchants.

KMP Australia reported about the impressive range of actions they have undertaken since their launch in April 2016. KMP Australia has 7000 supporters and received a huge media coverage of over 120 articles, blogs and radio emissions. In October 2018 they celebrated their biggest success: a ban of paper billing fees through the approval of a respective consumer protection legislation if companies fail to refrain from such fees in the next twelve months.

Canada and the USA will launch Keep Me Posted North America end November focused on educating and challenging corporations that are removing consumer choice and charging fees for paper options. Since March they have prepared the communication platform and marketing material as well as successfully raised funds to start off the campaign.

Representatives from South Africa, Brazil, France and Portugal who are also eager to establish citizen's rights campaigns in their countries as soon as possible attended to learn from existing campaigns' experiences.

During this very inspiring meeting, further communication and cooperation between the campaigns were agreed and the wish for an annual campaigner's gathering was confirmed.

For more information about the Keep Me Posted EU campaign and national campaigns please contact **Cynthia Wee** - E: cynthia.wee@posteurop.org



**THE CITIZEN'S
RIGHT TO CHOOSE**

MARKET

EUROPA Stamps – The Bird Project brings National Birds to life

The theme for the 2019 EUROPA Stamps is “National Birds” and preparations are on its way. Glimpses of beautiful EUROPA stamps have been spotted on postal administration communication and PostEurop waits in anticipation to receive all the applications by 31 March 2019.

What is different this year is the innovative “Bird Project” introduced to all participating postal administration. The Stamps & Philately working group launched the “Bird Project” conducted by Studio Excello in cooperation with PostNL last year.

Using an easy to use Cee mobile app based on image recognition, collectors and interest groups are able to scan the image of the stamp to listen to the bird's unique call. It simply brings the stamps to life!

Since its launch, the working group have confirmed the participation of 24 Members and designated operators in the 2019 Birdproject! Participating countries are Azores, Belgium, Bosnia and Herzegovina, Croatia, Estonia, Faroe Islands, Germany, Gibraltar, Greece, Greenland, Guernsey, Ireland, Iceland, Isle of Man, Jersey, Luxemburg, Madeira, Norway, Netherlands, Poland, Portugal, Slovenia, Spain and Switzerland!

Due to the demand to join the project, the working group has extended the participation date to 15 April 2019!

For more information about the Stamps and Philately working group and the 2019 Bird Project please contact **Agnieszka Trzaskowska** -
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CORPORATE SOCIAL RESPONSIBILITY

Promoting Social Dialogue in the postal sector in an enlarged Europe

In December, the European Social Dialogue Committee for the postal sector (SDC) organized the Final Conference of the project, funded by the European Commission, "Promoting Social Dialogue in the postal sector in an enlarged Europe". The event concluded two years of work and three international seminars held in Prague (2017), Vilnius and Athens (2018). The SDC project aimed both at spreading the knowledge of the Committee and its activities amongst the Social Partners of the European postal sector and at analyzing the impact of digitization on employees' training and retraining programs. The final conference registered the participation of about 70 experts from companies and trade unions. Important, also, the participation, for the first time in the SDC activities, of experts from EU candidate countries such as Albania and Serbia.

Botond Szebeny, Secretary General of PostEurop, and Cornelia Broos, Director of UNI Post & Logistics, opened the Final Conference. The event was divided into two thematic sessions. The first one dedicated to social dialogue, the second one dedicated to the future of work and to the impact of

digitization on employees' training and retraining programs. Experts from both companies and trade unions as well as external consultants took part in the two sessions. The European Commission contributed to the seminar with presentations on the role and importance of the European social dialogue by Sylvie Finné (DG EMPL) and on digitization and the future of work by Andrea Glorioso (DG CNECT). A high-quality debate characterized the two sessions, rich with questions and experiences shared among the participants.

After the success of the "Promoting Social Dialogue" project, the "Training, Health & Safety" working group of the SDC has decided to continue working in 2019 on the impact of digitization on the training programs and tools, with particular focus on the sector's digital skills.

For more information about the Social Dialogue Committee, Health and Safety working group please contact **Barbaro Francesco Costa** - E: Barbarof.costa@posteitaliane.it



EUROPEAN PROJECTS

ERASMUS+ Programme: INNOV'AGE Project

The second transnational meeting and multiplier event for the "Age Management Training Strategic Partnership for Innovation in the Postal Sector" INNOV'AGE Project was held from 6-9 November 2018 in Rome, Italy kindly hosted by Poste Italiane. This was a significant occasion for partnership members to discuss the advancement of the project and the follow-up activities to implement. The project consortium and external stakeholders actively intervened in the panel discussions to elaborate and debate on the intergenerational issues within the postal sector, and on efficient age management.

"Age management is the core of the problem and the co-existence of the younger and older generations is necessary to undergo the transformation process of the postal sector. The comprehension of the needs of each group will bring an added value and the logic must be inclusive"

**Andrea Voltolina Head of Labour Organisation
at Poste Italiane**

The multiplier event had twin objectives. The goal was to share the progress made so far, as well as to communicate and disseminate the results achieved at the current project stage of the project to the audience at a large scale. The discussions on training prototype to valorise intergenerational team to boost the companies' efficiency was also one of the core moments of the event. The meeting in Rome was an occasion for the partners to consolidate their team-working skills and team-building spirit, as there were panels dedicated to filming case-studies and improving each-others' knowledge.

The overall objective of the INNOV'AGE Project is to manage intergenerational diversity within the postal sector through the creation of an innovative training model able to mix younger and older generations. Hence, this prototype will empower postal companies and strengthen their capacity to react to the permanent changes of the postal sector. The tool will also be offered to other sectors throughout Europe.

The transnational meetings and multiplier event attracted high level participation from Poste Italiane including Mr. Fabio Camerano, Head of Organisation and Development at Poste Italiane. The partners enthusiastically illustrated the different components of the projects to the wider public. This occasion was also a good opportunity for the internal and external dissemination of the results of the project, which targets not only postal operators transnationally, but also other bodies, trade unions, social partners, and governmental bodies. During the multiplier event the external stakeholders

contributed to definition of the problem of age management and its possible solutions.

"The process of workability has to be considered as a support to employability. Diversity management and individual needs should be at the core of public policies."

**Mrs. Maria Luisa Aversa from INAPP
(Istituto Nazionale per l'Analisi delle Politiche Pubbliche)**

The multiplier event, therefore, was also an opportunity for the partnership composed of La Poste, Hellenic Post, KEK-ELTA, Cyprus Post, Posta Romana, PostEurop, Poste Italiane, Bulgarian Post, University of Bordeaux and InoSalus to prove the inner European value of best practices sharing that the Erasmus + embeds. Over the years, this programme has helped define and raise awareness about issues, which need to be solved through a concrete European transnational approach.

For more information about the ERASMUS+ Programme INNOV'AGE project please contact **Antonino Scribellito** - E: Antonino.scribellito@posteurop.org



**Healthy
Workplaces
for All Ages**

European Agency
for Safety and Health
at Work



EUROPEAN PROJECTS

ERASMUS+ Programme: supporting policy reform through NEWPOST

Upgrading the EU Postal Sector with new skills project

Under the PostEurop Corporate Social Responsibility Activities (CSR-C) and the Training Working Group the European Commission funded, the Erasmus + Programme “NEWPOST: upgrading the EU Postal Sector with new skills” project was launched. The project application was successfully approved recently by the European Commission.

The NEWPOST Project falls under the Education, Audiovisual and Culture Executive Agency (EACEA)'s “KA3: Joint Qualifications in Vocational Education and Training” which comes as a response to the constantly changing work environment in the postal sector across the EU.

The kick-off meeting was held on 20-21 November 2018 in Athens, Greece. The new partnership, composed of eleven partners, is led by AKMI (Project coordinator), a vocational education and training institute.

During the kick-off meeting, each partner of the project consortium presented its respective company and shared their knowledge & experience related to the EU funded projects. The meeting also provided an opportunity for each partner company to present their contribution towards the success of this project. The Erasmus + Programme facilitates the identification of issues raised in the postal sector, while it contributes to developing efficient solutions. This programme also contributes to solidify cooperation ties between people, companies, institutions and organisations throughout the EU in several areas.

The NEWPOST Project aims to develop new Vocational Education and Training (VET) curricula to be implemented in the Postal sector, to deal with the increasing skills mismatch related to the current use of new technologies. Joint implementation of VET can boost the interoperability of postal operators. The goal is also to simplify the creation of a common operational framework within the postal sector, through identifying the labour market needs, providing a curricula recognition and avoiding fragmentation. To respond to the changes of the postal business environment, NEWPOST Project envisaged a work-based Learning system in which soft skills and ICT will be strengthened.

In the project management session, participants committed themselves to cooperate in an effective manner for the realisation of project's activities. PostEurop will perform a leading role in the communication and dissemination of projects results, as it has a fundamental position in the network of postal operators. The goal is to reach the highest number of stakeholders possible to contribute to the overall growth and amelioration of the postal business environment.

NEWPOST will establish a strong partnership among the participants with a clear intention to provide a new approach towards the necessary skills needed for the postal sector, a vibrant economic sector.

For more information about the ERASMUS+ Programme NEWPOST project please contact **Antonino Scribellito** - E: Antonino.scribellito@posteurop.org



EUROPEAN PROJECTS

RADAR Group Reactivity – Agility – Decision – Adaptability - Result

The RADAR group meeting was held on 2 October 2018 in Tbilisi, Georgia where all the participants were actively engaged. Mr. Jean-Paul Forceville, PostEurop Chairman, also participated in the meeting, defined the RADAR Group as a very interesting and important small laboratory within a large group of PostEurop Members.

“RADAR is a group of small countries with special characteristics, providing an example of being active and committed from a strategic point of view, for all the big PostEurop Members. An added value for all PostEurop Members”

Mr. Botond Szebeny,
PostEurop Secretary General

Mr. Jean-Luc Delcroix, Chairman of RADAR Group, stated that the Group covers a wide variety of specific aspects concerning the Postal Sector and the important achievement of the working group is in its fast reactivity, agility, decision-making, adaptability for a maximum result. The RADAR Group is an experimental center for small countries. The small countries are equally responsible as the larger ones, to give a high-level service or product to the society, and in this context, RADAR covers the economic and social responsibility aspects as well. Because of their size, limited resources and the decision-making channels often shorter than the large entities, they have indeed a vocation to become an operational think tank combining the economic and social efficiency.

Three objectives of the RADAR Group were underlined:

1. Provide a platform of exchange of knowledge and best practices between small countries Members;
2. Act as a laboratory to test and innovate within the postal sector;
3. Promote the activities and innovation of RADAR member countries, and more broadly, those of PostEurop.

“RADAR group was a “self-built” group and the members help each other to form a ‘community of mutual assistance’ and it is important to continue to share the common ideas which can be implemented to foster growth and innovation”

Mrs. Valérie Ballouhey-Dauphin,
Vice-Chairwoman of RADAR Group

Currently, the RADAR Group consists of 13 PostEurop Members (Aland, Cyprus, Jersey, Guernsey, Isle of man, Iceland, Liechtenstein, Luxembourg, Malta, Monaco, Montenegro, San Marino & Vatican) but observers are welcomed to join the Group as they can play a vital role in the further development of the group

For more information about the RADAR group activities project please contact **Antonino Scribellito** -
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EUROPEAN PROJECTS

COG_LO Project

COGnitive Logistics Operations through secure, dynamic and ad-hoc collaborative networks

The COG_LO Project user workshop was held on 25-26 September 2018 in Athens, Greece. One of the objectives of the meeting was to discuss the overall status of business case definition and scope analysis as well as the pilots and use cases.

COG_LO delivers both tools and new business model concepts that will facilitate cost optimization and qualitative Key Performance Indexes (KPIs). Furthermore, the project will enable Logistics operators, retailers and other stakeholders to collaborate more effectively in order to provide the maximum benefit & quality of deliveries to the end consumers.

During the meeting the importance of communication and dissemination of the project and its results was highlighted as

part of the project evolution. The European Commission H2020 Programme Guidance on Social media for EU funded Research and Innovation projects stressed that achievements and results must reach a large audience. The presence of COG_LO project on social media is of high importance and in this regard a dedicated Facebook page, profile and Twitter account of COG_LO Project has been created which provides regular updates on the project. Also, on PostEurop website, a dedicated COG_LO Project page is created to broaden the visibility of the project.

For more information about the COG-LO project please contact **Antonino Scribellito** -
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EUROPEAN PROJECTS

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

The second workshop of the project trend research for the postal sector in 2030 was held on 1-2 October 2018 in Bonn, Germany. The workshop gathered more than 40 participants and was facilitated by a team of experts. The meeting started with a very interesting visit to the Deutsche Post DHL Innovation Center.

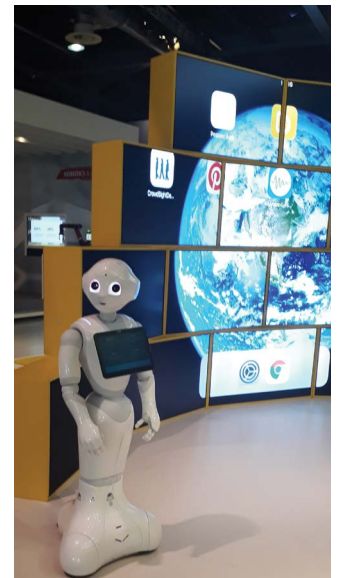
The workshop focused on “Scoping the Future” and was facilitated by a team of experts from the consultancy Z_Punkt, enriched with different keynote speeches by external experts. During the workshop, the participants were invited to share their rich experience in the sector and their insights to actively discuss different future projections of the defined key factors.

Due to its importance in society and its large workforce, the postal sector is particularly impacted by the evolutions of the wider environment and context. The objective is therefore to anticipate the main expected trends and identify how the

postal sector will potentially look like tomorrow. It is important to consider a medium-term future so that participants can go further than the current situation.

The project “Trend research for the postal sector in 2030” aims at engaging in an innovative exercise of reflection and research between the European social partners. In accordance with the prospective method, it aims at elaborating 3 to 5 scenarios on the future of the postal sector, especially from a social perspective. During the project, the goal is to establish a clear framework for following each stage of the reflection leading to the final scenarios and conclusions.

For more information about the SDC project “Trend Research for the Postal Sector in 2030” please contact **Antonino Scribellito** -
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EUROPEAN PROJECTS

UPU - PostEurop Neighbourhood Programme Projects

In line with the UPU Regional Development Plan for the countries of Europe and Central Asia for 2017-2020, the UPU International Bureau (IB) is implementing a key regional project on operational readiness for e-commerce (ORE). The main aim of the project is to enable the designated operators (DOs) of the countries in the region, including those of Southeast Europe, Georgia and Ukraine, to modernize operational processes and use all available standardized IT tools and end-to-end systems to implement operational solutions that meet the needs of e-commerce. The project is being implemented in close cooperation with PostEurop.

In order to report on the progress and the results achieved by the designated operators in implementing the activities included in the project work plan, the IB organized a training workshop on the UPU certification management system, the Global Monitoring System (GMS), the Quality Control System (QCS) and electronic advance data (EAD), that took place from 6- 8 November 2018 at UPU headquarters in Berne, Switzerland.

This workshop aimed at ORE country project managers and experts in the areas of EDI exchange and operations has had the following objectives:

- To train the participants on the UPU certification management system;
- To present the UPU GMS;
- To train participants on quality monitoring of postal transport using the available reports and online tools; and
- To introduce designated operators to and train them in EAD exchanges.

The workshop was devoted to reviewing the progress of countries in the preparation of their ORE national action plans and roadmaps.

In addition, under the PostEurop Neighbourhood Programme and the UPU 2017-2020 Regional development plan (RDP) for Europe and Central Asia region - "Key Strategic Regional Project for Europe and CIS countries - Operational readiness for e-commerce" several other UPU-PostEurop Projects meetings/workshops were carried out in the recent months.

- UPU-PostEurop key strategic project on "Operational Readiness for E-commerce (ORE)" – on-site consultancy mission- Evaluation of Operations readiness of offices of exchange for e-commerce held in Baku (Azerbaijan) - "Azerpost" from 27 October to 3 November 2018
- UPU-PostEurop key strategic project on "Operational Readiness for E-commerce (ORE)" – on-site consultancy mission- Evaluation of Operations readiness of offices of exchange for e-commerce held in Banja Luka (Bosnia and Herzegovina) at Poste Srpske from 26-30 November 2018

For more information about the UPU-PostEurop Neighbourhood Programme projects please contact **Antonino Scribellito** - E: Antonino.scribellito@posteurop.org





YOUR LINK TO POSTAL EXPERTISE

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