

# PostEurop NEWS

Your semestrial link to the postal industry

WINTER 2019-2020



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## FROM THE EDITOR



**Dear Members and Colleagues,**

Thank you to PostEurop headquarters and Jersey Post team for a well-executed Jersey Plenary Assembly and Business Innovation Forum. The months of rigorous preparation have paid off. The feedback received were very positive and we can surmise that the bar is once again raised for future plenary assemblies.

The approved 2020 Association Business Plan gave members the go ahead as we roll-up our sleeves and look forward to another busy year. However, we have had a bumpy start with turbulent storms, global issues and impending threats from the Corona virus. Members activities will continue both online and offline albeit with some disruptions expected.

In this issue, we have put together several articles thanks to our contributors. We began with an interview with Jean-Paul Forceville in which he articulates his expectations for the new mandate. You will find an article on the new European Commission, its priorities and links to the postal sector. In the CSR section, you will find more information on the much talked-about EU Green Deal. Data Integration Day in Vienna this year was nothing short but successful and we have included a write-up of the day focussed on ... what else? ... data!

Enjoy the publication.

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

EVENTS

## Upcoming Events



FOR LATEST UPDATES FOLLOW  
OUR EVENTS ONLINE:  
> [www.posteurop.org/calendar](http://www.posteurop.org/calendar)

**23-24 MARCH**

**Leaders in Logistics: Post & Parcel Summit**  
COPENHAGEN, DENMARK

**21 APRIL**

**Quality of Service working group**  
MALTA

**22 APRIL**

**Operations working group**  
MALTA

**5-6 MAY**

**Remuneration Forum**  
YEREVAN, ARMENIA

**11-12 MAY**

**Retail Network Forum**  
TIRANA, ALBANIA

**26-27 MAY**

**Philatelic Forum**  
ATHENS, GREECE

**6-8 OCTOBER**

**PostEurop Plenary Assembly and  
Business Forum**  
IRELAND

THE ASSOCIATION

# Recap of the PostEurop Plenary Assembly in Jersey

It's 2020 and there is much to do and look forward to before we meet again in Dublin at the **PostEurop Plenary Assembly Ireland on 6-8 October 2020, hosted by An Post**. Here is a quick recap of the 2019 Plenary Assembly which took place in the beautiful island of Jersey last October.

## Key achievements in 2019

During the reporting session a long list of achievements and activities were communicated. Here are some key achievements to note:

- Launch of our very own PostEurop manifesto
- 2019 CSR Best Practices brochure with 64 compelling case studies
- Emerging Industry Trends task force takes shape
- Over 25 000 votes registered during the 2019 EUROPA competition
- Responding to the mounting pressure on postal customs clearances
- Agreement on postal remuneration rates reached at the UPU 3rd Extraordinary Congress in Geneva
- Successful Data Integration Day was held in Vienna last November
- Exploring new delivery technologies at RADAR



## THE ASSOCIATION

### New Management Board

Members present elected the official Management Board for the term 2020 till 2022. The new board began its new term officially on 1 January 2020.



The elected board re-appointment Jean-Paul Forceville from Le Groupe La Poste and Oliver Kaliski from Österreichische Post as Chairman and Vice-Chairman of the Management Board respectively.



### UPU Panel discussion

Candidates in the running for the UPU International Bureau (IB) Director General and Vice- DG functions participated in a dynamic panel discussion moderated by David McGrath from Jersey Post. Each candidate was able to present his or her pitch to the PostEurop community.

Members can look forward to an interesting year including a new European Commission, European Parliament taking office and the UPU Congress in Abidjan in August. So, everyone is encouraged to participate in our activities to ensure favourable outcomes before the next plenary.

**PostEurop Plenary Assembly in Dublin, Ireland on 6-8 October 2020, hosted by An Post**

### Business Innovation Forum

Building on the success of last year's Business Innovation Forum and the overwhelming response for start-ups to pitch, PostEurop focussed on Innovation trends in Jersey.



To set the scene for the day, Lee Bosio, Director of Digital for Jersey Post presented the digital transformation Jersey Post is going through. Maintaining the core values is pivotal for business while they diversify into digital communication.

Quantum computing is still in its early stages but breakthroughs promises fundamental change to how we use computers. Participants experienced first-hand what the future of Quantum computing could be like when Dr. Mark Mattingley-Scott, IBM Quantum Ambassador opened the door to the infinite digital possibilities.

This year we were fortunate to welcome Chris Porter, Amazon Transportation Director and Paulo Ribeirinho, COO of Dott to gain insights into why understanding the needs of the customers is fundamental for them and postal services must be on par. To conclude the day, we invited several CEOs to draw on their observations, experience and deduction from the forum.

PostEurop owes a great deal of the success of the forum to João Melo, Chair of the Innovation Forum, who continues to bring forward new trends, thought-provoking ideas and insightful experience to the organisation.



## THE ASSOCIATION

## Interview with the Chairman, Mr. Jean-Paul Forceville

Congratulations Jean-Paul on being elected Chairman of the PostEurop Management Board for the **fourth consecutive mandate**. As a member-driven Association, PostEurop relies on your leadership and the Management Board governance to stir, grow and defend the industry's interest. We take this opportunity to ask you a few questions:

**PostEurop: Can you share with our readers some of the highlights from your last mandate? What are you most proud of?**

**JPF:** We can say that this third mandate has been quite demanding! We have handled important cases both at European and global level. At the UPU, in fact, we experienced the crisis on remuneration rates and the threat of departure from the United States. The debate was very intense among our members. I am glad that this debate took place under good spirit and that even the terms of the compromise reached in Geneva could be outlined within our association. At European level, I will remember the exemplary work that we have done on the Commission's draft regulation on cross-border parcels and which enabled us to reach a reasonable text. Finally, we continued to ensure that all our members' expectations were met thanks to the "Best Practice - Wider Europe" Transversal and the creation of RADAR - the "small countries" Transversal, which are all places for exchange, sharing and synergies.

**PostEurop: What are the key challenges for PostEurop in 2020 and beyond?**

**JPF:** First of all, we have to prepare the Congress in Abidjan. There are plenty of topics: range of products, remuneration, pension funds, contributions, etc. And then the latest, the opening of the Union which will require our comments. Within the European Union, we will have to oversee the studies related to the postal directive and their possible follow-up, but also the evaluation of the regulation on parcels which I mentioned earlier, a possible e-commerce directive, etc. And then, we can see how topics related to corporate social responsibility and environmental conservation are becoming more and more important. Finally, customs matters are worrying and will mobilise us in the coming months.

**PostEurop: Drawing from your experience, what are the key strengths of PostEurop? How do we build on these strengths?**

**JPF:** When we speak with one voice, we are powerful. This ability to work together, to listen to each other, to learn from each other is forged over time. In 26 years, we have made a lot of progress. We must continue down this road. We have the best postal experts in the world, in all fields.



This is one of our greatest strengths. Let's mobilise them more and in a better way. And then, among the key success factors of PostEurop, I would underline the prominent role of the headquarter staff. The team is small, it is a choice, and highly requested, it is a fact, but always mobilised and relevant.

**PostEurop: How can PostEurop bring more added-value to Members?**

**JPF:** It should be remembered that PostEurop is driven by its members. They shape it from day to day within all our bodies. We must constantly pay more attention to emerging phenomena which may eventually have an impact on our sector. The protection of privacy or the irresistible rise of platforms did not fit into our "boxes". During the previous mandate, we invested energy into it. Too late? That is a question that can be raised. Let's remain vigilant in the future to detect the developmental gaps that will impact us tomorrow.

**PostEurop: What would be your top advice for Members on the new Management Board?**

**JPF:** The Management Board team is relatively stable. I have no doubt that we will continue to work in a spirit of mutual listening and in the permanent search for consensus. I also want the Board Members to listen to our members and explain to them the decisions we make, if necessary.

**PostEurop: Are there thoughts that you would you like to share with the Members?**

**JPF:** I would like to say how proud I am of the trust which was once again granted to me by the Management Board and more generally by the members of our Union. I will continue to do everything I can to prove myself worthy of it. We have in our hands a wonderful tool for our members, let us know how to use it, how to make it live, how to make it as flexible and responsive as required in today's world.

REGULATORY

# The new European Commission Priorities



Commission President Ursula von der Leyen's team of 26 new Executive Vice-Presidents, Vice-Presidents and Commissioners has assembled and is working in full force since December to deliver on the ambitious promises. The following six Commission priorities were made known:

1. A European Green Deal
2. An economy that works for people
3. A Europe fit for the digital age
4. Promoting our European way of life
5. A stronger Europe in the world
6. A new push for European democracy

From all the priorities, the European Green Deal is very much in the spotlight. Thanks to young activists and famous naturalists as well as global weather changes, the climate change crisis is on everyone's mind. President von der Leyen has made known the strong European ambitions on **climate policy** already at the COP25 meeting in Madrid. It is driven by the ambition for Europe to be climate neutral in 2050. To make this happen, there will be a **European Climate Law** in place. To head the first law of its kind is non-other than the experienced Executive Vice-President (EVP) Frans Timmermans who was responsible for the ban on single-used plastic (SUP).

Another key priority area for the new Commission is **digital**. Tech policy is at the forefront of the von der Leyen Commission's ambitions for making **Europe Fit for the Digital Age**. She has placed EVP Margrethe Vestager to take on this area, widening her scope beyond Competition.

On 29 January 2020, the Commission announced the 2020 Work Programme, setting out the actions the Commission will take in 2020. The priorities above will be turned into concrete initiatives. A full list of 43 new policy objectives were presented to the European Parliament and the Council. Below are two policy objectives that directly impact the postal sector.

Under "A Europe fit for a Digital Age" is the "Evaluation of the Postal Services Directive 97/67/EC".

The postal sector is going through substantial changes due to digitalisation. The Postal Services Directive (97/67/EC) dates from 1997 and was revised in 2002 and 2008. The report on the application of the Directive will be accompanied by an evaluation to assess if the Directive is still fit for purpose and future-proof.

Furthermore, under the priority "A new push for European democracy" and taxation, "Council Regulation 86/1797/EEC abolishing certain postal fees for customs presentation"

This Regulation clarifies how the prohibition of customs duties and charges having equivalent effect applies for the postal sector for intra EU deliveries. While in substance this text is still valid, it is no longer necessary as the prohibition follows directly from the treaty.

Within the European Union Affairs Committee, regulatory experts are in constant contact with the EU legislative bodies and contributed actively in discussions to ensure that we provide our common positions and ensure that the postal industry will be "fit for the future" generations.



REGULATORY

# Manifesto for the new EU legislative term

Prior to the 2019 European Parliament Election, PostEurop took the opportunity to published its manifesto for the new EU legislative term (2019-2024), "Delivering a Sustainable European Post". The manifesto highlights appropriately three key priorities for driving progress in collaboration with European policy makers: **Facilitating the single market, promoting digital Europe and supporting sustainability.** Without a doubt, the universal service remains relevant to social and economic inclusion. PostEurop believe that a flexible approach is needed to ensure that the industry remains sustainable, delivering for consumers and businesses across Europe.

With the help of PostEurop's regulatory experts within the European Union Affairs Committee the manifesto is based on recently agreed positions and the main principles paper. It stresses PostEurop's commitment to offering a **sustainable, efficient and innovative postal service** across the EU and beyond to support a stronger and competitive EU economy.

## Spreading the word

The manifesto was shared internally as well as distributed to newly elected Members of the Parliament within the TRAN and IMCO Committees and key stakeholders within the European Commission, ERGP, as well as other trade associations.

A social media campaign in September helped boost the key messages to the right audience.

We also encourage members to communicate this manifesto to their respective domestic partners, e.g. ministries, regulators.

The full manifesto detailing the sector's ambitions and demands is available on [www.posteurop.org/manifesto](http://www.posteurop.org/manifesto)



OPERATIONS

## Postal Data is here to stay!

Inspiring and constructive discussions at Data Integration Day

David Pilkington and Jürgen Lohmeyer, Chairpersons of the Security and Customs Transversal (SCT) and Operational Activities Circle (OAC) respectively, partnered to jointly organise the Data Integration Day (DID), which took place in Vienna on 6 November. This second edition of the DID was given a new format building on the success of the previous event launched in Tallinn last year. Hosted by Österreichische Post in their stylish new headquarters, the event welcomed 106 participants from 28 PostEurop member countries and stakeholders from the Universal Postal Union (UPU) and International Post Corporation (IPC). The range of speakers included postal operators who shared their experiences as well as customers, suppliers, associations and public agencies speakers with their different perspectives to add to the discussions.

Once more the DID was held in conjunction with other OAC meetings (Remuneration Forum, Customs, Operations and Quality of Service working groups) to allow participants to efficiently and conveniently participate in multiple meetings.

While our first DID last year was focussed on customs, security and regulatory topics as well as the challenge of capturing data in the postal retail offices, this year's event focused on the overarching question of "how data can improve postal operations". The question on "how to better use the wealth of data which comes with postal items or which is generated during the postal processes" was the centre of presentations and discussions. Data is indeed everywhere, and it comes in numerous formats with many facets. Our Vienna DID shed light on the "big picture" as well as explained concrete cases of how it has been used. This led to innovative solutions and projects ideas.

The DID began with opening remarks from the PostEurop Secretary General, Botond Szebeny together with Oliver Kaliski (Austrian Post), Vice Chair of the PostEurop Management Board, highlighting the benefits that such event brings to the Association's Members, through providing a good platform for cooperation, discussion and share of best practices, while attendees also have the opportunity to interact with experts. Austria Post's Deputy CEO Walter Oblin presented his company's corporate strategy while expanding on the relevance of postal data. Janos Sziveri, the CIO of Magyar Posta, provided stunning examples on how to translate data into value. A similar perspective was presented by Bobby Shome from the IT company FarEye, while Robert Hadzetic (Shöpping.at) added the customer's point of view.



Data's outstanding role in security and border control was clarified by Darren Hart from UK Border Force. Deutsche Post's Marc Gittler explained how state-of-the-art data analytics can create new insight from available information in order to optimize operational processes. Speakers who actively participate in several PostEurop working groups (Christophe Pereira from Groupe La Poste France, Iljya Baryshev from JSC Russian Post, Berend Dorgelo from PostNL, and David Pilkington from the Royal Mail) spoke about data security, customs data, data quality and data collection issues by referring to ongoing projects and experiences in their organizations. Lati Matara, the new PTC Director, presented UPU systems and standards while Gerit Plasch and Jörgen Van Mook offered a look at the services that IPC can provide when it comes to profiting in a systematic way from operational data. These presentations were loaded with inspiring thoughts and suggestions.

The DID firmly reinforced the new credo that data and data requirements can be a challenge to the postal world but – and maybe even more important – that data also comes with huge opportunities which requires an integrative understanding including the application of modern tools and systems. PostEurop has shown once more that timely and highly relevant topics are being picked up and covered in a comprehensive and fresh way. And the DID does prove impressively that different pillars and working groups can successfully align in tackling topics and challenges that clearly lie across the traditional boundaries of the PostEurop committees and circles.

OPERATIONS



From an OAC's point of view the DID has the potential to becoming a "flagship product". A smooth and seamless exchange of data along the entire supply chain would help to set up innovative new services, push efficiency as well as improving the quality of service. The OAC and SCT will proudly continue to offer the necessary intelligence and support to all PostEurop Members. It is planned to further develop the DID and to establish it as an annual event. It goes without saying that additional ideas and suggestions are always highly welcome! Postal data is here to stay ... let's make the most of it!

*"We would like to thank Österreichische Post for welcoming this event in their headquarters and take this opportunity to encourage more PostEurop Members to participate in future editions of the Data Integration Day."*

**Jürgen Lohmeyer**

For more information about the Data Integration Days, please contact **Maire Lodi** – E: [maire.lodi@posteurop.org](mailto:maire.lodi@posteurop.org)



OPERATIONS

## Remuneration proposals for the 2020 UPU Congress



The second Remuneration Forum was hosted by Austrian Post in Vienna on 5 November 2019. The group welcomed over 60 participants from 35-member postal operators to the meeting. In addition, the group also welcomed observers from UPU and IPC to the forum.

The main objective of the meeting was to inform and debrief members about the outcome of the Extraordinary UPU Congress in Geneva last September. The main focus was on the introduction of the adapted Terminal Dues system for E-format items (small packets, registered + tracked items) as of 1 January 2020. Information was given on the newly applicable bulk mail rule to reduce the remailing of small packets from group IV countries was presented and the rules to follow in order to apply self-declared rates as of 1 July 2020 with countries, that receive more than 75,000 tons of letter mail in a year (on a reciprocal basis). The presentations and information fuelled interesting discussions during the forum and many questions were raised. Most of them could be answered, some of them will have to be further studied and clarified by the UPU Postal Operations Council (POC). In addition, members were informed by Andres Argente from Spain (co-chair of the UPU Remuneration Integration group) and by Berend Dorgelo from the Netherlands (Chair of the RIG Expert-Team 1) about the UPU POC work on the remuneration proposals to be put forward in the next UPU Congress in Abidjan, Ivory Coast in August 2020. Members were encouraged to raise their voices and needs within the relevant UPU groups and it was acknowledged that PostEurop members were very active within the UPU POC C2.



The meeting was chaired by Björn Arni, Swiss Post.

*“Let me take this opportunity to thank all presenters for your valuable contributions. Without them such forums would not be possible.”*

He also underlined that the outstanding efforts made by Deutsche Post (Germany) and La Poste (France) during the previous Extraordinary Congress to reach the Option V compromise. He also wished Maire Lodi (PostEurop) and Ingrid Nilsson (PostNord), a big thank you for all their support in organising the Remuneration Forums.

The meeting was attended by the Secretary General of PostEurop, Botond Szebeny and Chairman, Jean-Paul Forceville. It was also attended for the last time by Jürgen Lohmeyer, PostEurop Board member and chair of the Operations Activity Circle (OAC).

*“Jürgen has invested a lot of his time for the Remuneration Forum and its development in the last years. Many thanks to Jürgen for his efforts and contributions.”*

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

The next Remuneration Forum will take place on 5-6 May 2020 in Yerevan, Armenia, kindly hosted by Haypost.

## OPERATIONS

## Right data at the right place at the right time



It's all about data. Data, data, data... Over the last years postal operators are mainly focussed on obtaining and transmitting data. But are we sure that we are gathering and transmitting the right data? We have heard a lot about the data utilization during the Data Integration Day (DID). The day after, the Quality of Service (QoS) and Operations (Ops) working groups held a joint meeting.

The objective of the meeting was on learning new operational technologies, available IT tools, operational methodologies and practices that could also help improve quality.

During the meeting in Vienna, QoS and Ops working groups successfully connected to the overall DID programme and information brought in from the Customs working group meeting. Data needed for customs purposes, influence operations and brought in a new dimension of quality to manage data quality.

UPU provided insights into their new Data Performance Management tool. The new Integrated Quality Reporting System is a platform built using the quality control system and big data tools. Some functionalities, like KPIs showing "end-to-end", "leg 1, 2 and 3 analyses", "scanning performance" are already there, some like "monitoring" and "business intelligence" tools, are due to be included in 2020.

Prime and EMS gave us a thorough presentation of developments and quality achieved by each member present at the meeting. The main outcome of these presentations and the self-assessment exercise, prepared by participants confirms the increasing

importance of the data each year. It is not enough to be able to capture the data anymore. It is more and more important to have the right data, to be able to exchange this data in the right way and at the right time. Lack of data creates problems in operations which affect the quality of service. Bad data affect remuneration. Operators realised that good quality data, provided at the right time, can help process postal items seamlessly and ensure, that items are processed and delivered as per our customers' wishes.

Those operators that did not attend the meetings of QoS and Ops working groups on a regular basis will miss out on the good practices and innovative postal solutions.

In Vienna, we have seen "Punto Poste Project" by Poste Italiane that is set to complement the traditional postal network of post-offices, postmen and available digital channels with self-service lockers, flexible collect point and home kiosks. The home kiosks called "Punto Poste da te" are an interesting innovation, offering some postal and payment services close to home.

Turkish Airlines, one of the largest airlines in Europe, gave a presentation on mail transportation on their flights. They elaborated on the changes in their operations after the opening of the new Istanbul Airport (now IST), while the main Turkish Cargo hub is located at the old Istanbul Airport (now ISL). Data exchange with postal operators is made at their dual hub operation.

As usual, all presentations are available at PostEurop extranet. Save the date and make sure you participate in our next meeting that will be held in Malta from 21-22 April 2020, where we will focus on operational data.

**For more information about the PostEurop Quality of Service working group, please contact Marko Grden – E: [marko.grden@fenikssped.si](mailto:marko.grden@fenikssped.si)**



**OPERATIONS**

# Belpochta makes operational strides for e-commerce

As part of the Universal Postal Union (UPU) International Bureau (IB) “Operational readiness for e-commerce for designated operators of Eastern Europe, Caucasus and Central Asia countries” regional project, RUE “Belpochta” created a roadmap and the national action plan to take on the operational readiness for e-commerce.

**The objectives of the project are as follows:**

- to help the designated operators remove the obstacles which prevents consumers from carrying out a cross-border online exchange;
- to facilitate the modernization of production processes;
- to use all available standardized instruments and control systems “from the sender to the recipient” for implementation of operational decisions, meeting the requirements of e-commerce.

**The following are results achieved by RUE “Belpochta” for the implementation of the project during the years 2018 – 2019:**

- The International Postal System (IPS) v.2017 is in use and the exchange of all the necessary EDI messages with other designated operators and with air companies is controlled.
- The reports of the Quality Control System (QCS) and of the Global Monitoring System (GMS) are used to make analysis of the services provision quality.
- The standard S42 has been implemented.
- The first steps of the Integrated Product plan have been implemented: separation by the contents: documents and goods, exchange of postal items by formats.
- The customers can pay for the letter post services using e-stamp, online by banking card when buying in online store of RUE “Belpochta”.

RUE “Belpochta” is actively involved in the e-commerce development both within the country and internationally.

The integrated logistics solution – “E-commerce” services packet has been implemented for E-shops owners. These services packet include picking services, various types of delivery, partial delivery, returns, payment of shipping by the recipient and other services depending on the E-shops needs.

**Shop.belpost.by**



The trading platform – e-shop has been made and is operational: shop.belpost.by. Currently 14,800 of goods made in Belarus by more than 300 manufacturers are available on the website shop.belpost.by. Today citizens of Russia, Ukraine, Kazakhstan, Azerbaijan, Turkmenistan, Uzbekistan, Tadjikistan, Kyrgyzstan, Armenia, Germany, France, Italy,

Austria, Netherlands, Spain, Great Britain, Croatia, Switzerland, Sweden, Czech Republic, Poland, Latvia, Lithuania, Estonia, USA, Canada, Serbia, Moldova, Bulgaria, Georgia, Israel, Turkey, India, UAE, P. R. China, Egypt are able to place their orders via the RUE “Belpochta” e-shop.

**E-shop catalogue available on print**

In order to promote the postal e-shop and for the users who do not have access to internet, the catalogue “Goods from Belarus with delivery” was issued. In this catalogue the best prices from the suppliers and manufacturers (available on the website shop.belpost.by) were provided. Subsequently, catalogues were placed in the entire network of post offices of RUE “Belpochta” and are delivered by postmen to homes, which allows hundreds of thousands of customers of RUE “Belpochta” to find out about new products and promotions of the Postal E-shop.

## International collaboration

To further develop e-commerce, agreements on exchange of international letter post items with additional services were signed with AS Eesti Post (Estonia), Latvijas Pasts (Latvia) and Hong Kong Post; agreements on bilateral exchange of aggregate postal items "Consignment" were made with LLC "Azerpost" (Azerbaijan), SC "Ukrposhta" (Ukraine), JSC "Kazpost" (Kazakhstan), JSC "Uzbekiston Pochtasi" (Uzbekistan).

RUE "Belpochta" participates in e-commerce program since 2017; in compliance with the agreement made with the designated operator of USA to carry out delivery of Ecompro parcels.

As part of the technical assistance program for the year 2019 and the UPU's project on Operational readiness for e-commerce (ORE), 3 specialists from SE "Kyrgyz pochty" and JSC "Uzbekiston Pochtasi" visited the Minsk operation unit on 20-22 August 2019 with financial support from the UPU. Five specialists received training on implementation of the UPU's software products on postal items tracking, exchange of electronic messages and other operational questions at RUE "Belpochta".

From 25-29 November 2019, RUE "Belpochta" conducted an audit of the readiness of technological processes for e-commerce as part of the ORE project with the support of the UPU. The audit was carried out by the professional experts – Ms. Maire Lodi (PostEurop), Ms. Iwona Majcherek (Poczta Polska), Ms. Ana Manjgaladze (LLC Georgian Post) and Mr. Damian Niezgoda (Poczta Polska). Together with RUE "Belpochta" specialists, they visited the office of international mail exchange at the airport and in Minsk, a post office in Minsk and a "Business-post" office.

During the visits the experts familiarised themselves with the technological processes, the logistics system of the enterprise, internal software products used for accepting postal items.

Based on the audit results, the experts presented the strengths and the weaknesses of the enterprise operation, as well as the main possibilities of development in each area which was assessed.

During the visit working meetings were organized with the customs authorities and the national air company OJSC "Belavia", which is the main carrier of mail.

Within the framework of the project RUE "Belpochta" is planning to continue its work with customs authorities on information interaction and ITMATT exchange, to join the measuring system CapeVision and Integrated Quality Reporting System (IQRS). Special attention will be given to the experts' recommendations, in particular, concerning automatization of sorting of small packets at the office of exchange.

**Elena Vassutina,**  
**Head of International Mail, Belpochta**



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

OPERATIONS

## Postal operators recommended to upgrade their IPS and CDS applications



It is the 11<sup>th</sup> annual IPS workshop. This time the IPS2019 new features, EAD Mobile App, DPS (Domestic Postal System), CDS new features as well as several other relevant topics proposed by participants were presented and discussed during the 2-day workshop.

The legislative landscape of Member countries and UPU regulations require more electronic data exchange in a short timeframe, the S9/S10 linking from 1 March this year, the Mandatory ITMATT and data for VAT clearance to EU from 1 Jan 2021, etc.

Postal Technology Centre (PTC) provides and supports the Designated Operators (DO) with the IT tools. The number of DO-s sending and receiving ITMATT is growing, but the challenge is compliance/quality of the messages...

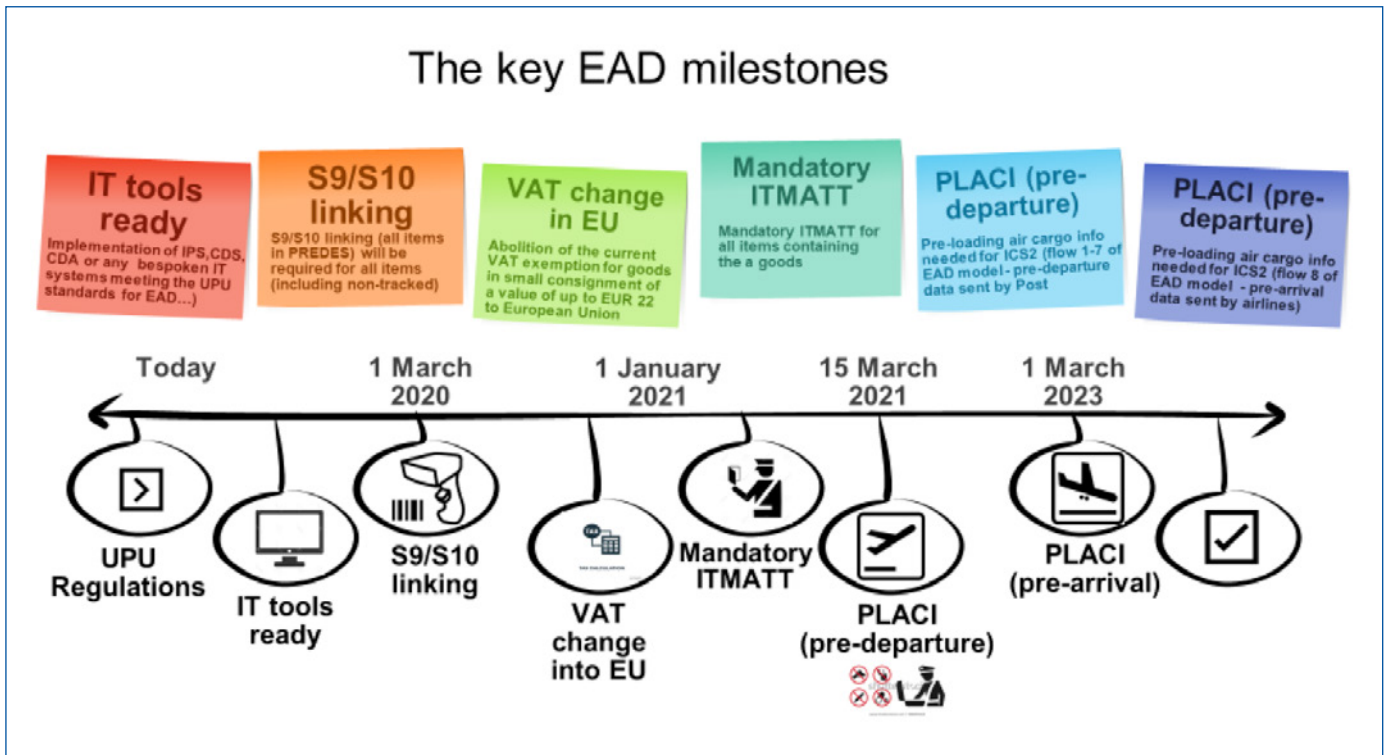
In 2017, the Committee 2 of the Postal Operations Council (POC) approved the launch of the project to assess the compliance of EDI messages sent by the Designated Operators complying with the UPU standards.

The results of the reports can be split into two categories: technical issues and functional issues.

The technical issues can be an incorrect implementation of the EDI standards. Based on the results of the reports, the PTC has been working on fixing the issues in the IPS and CDS applications.

Functional issues are linked to incorrect data capture or configuration (example: one single character in the signatory field whereas a name is expected...). The PTC is working with





the designated operators using its application to improve the capture of information in IPS and CDS.

The changes in the EDI Standards are implemented in the latest version of the IPS and CDS application, the Postal Technology Centre strongly recommends that Designated Operators **upgrade to the latest version of these applications** as soon as possible in order to comply with the UPU regulations.

We wish all the postal operators to use the remaining time effectively to follow the requirements according to the settled deadlines.

**Stephane Hermann, UPU PTC, Lead Technical Account Manager, Mail Products and Services**

For more information about the IPS workshops, please contact **Maire Lodi** – E: [maire.lodi@posteurop.org](mailto:maire.lodi@posteurop.org)

**MARKET**

# Capturing birds using a mobile application

A CEE App technology made it possible for participating postal administrations to capture the calls of their EUROPA stamps featuring “National Birds” last year. Launched in May 2019, the app was used in conjunction with the EUROPA competition till end of last year, beyond the competition period. Reports show us that adding this innovative dimension to the stamps was met with a favourable response from users.

More than 32,000 unique scans of stamps across 29 countries were made using the app. Using a compilation of stamp visual, text and audio library for each participating stamp placed on a special platform, stamp collectors can simply download the free “CEE App” app to their smart devices and scan the physical stamp from participating countries\* and listen to the distinct chirps of the bird depicted on the design. Moreover, collectors will also have access to specific information's related to each participating stamp at their fingertips and they will also be able to access the Postal Operator's online store and order the stamps directly there.

CEE Platform revealed that the Norwegian “Fossefall” Dippers is the most scanned stamp. This is followed by, the German “Heimische Vogel” Native bird, the Dutch “Puttertje” Goldfinch and Greek “Kneu”.

The most active users of the app were coming from Norway, the Netherlands, Spain, Germany, Greece, Belgium, Croatia, Switzerland, Sweden and Guernsey.



**NORWAY**  
Fossefall



**GERMANY**  
Heimische Vogel



**NETHERLANDS**  
Puttertje



**GREECE**  
Kneu

*“The results from this initiative tells us how technology can help inspire more postal operators adopt new and fun ways to promote their beautiful stamps design. It truly enhances the customer experience and we hope to have more collaborations like these in the near future.”*

**said Agnieszka Trzaskowska, Chair of the PostEurop Stamps & Philately Working Group.**

MARKET

## Philatelic Forum: Marketing & Communications beyond 2020



The Stamps and Philately working group look forward to bringing together postal administrations and stakeholders of the philatelic industry, for a unique and exclusive opportunity to meet, promote and exchange. During the Forum representatives of postal administrations and philatelic market stakeholders, as well as marketing & PR agencies, will be able to fruitfully network and make new contacts. We are expecting two days of inspiring presentations, fruitful discussions, networking, creative projects and philatelic novelties.

An exciting programme awaits the delegates! Speakers will include Mr. David McGrath, Head of Marketing, Jersey Post with a presentation on "Philately in a digital age" and Mr. Stefan Nemeth, Head of Philately & Product Management, Österreichische Post AG sharing his experience about the Crypto Stamp. The event Gold Sponsors are Bundesdruckerei GmbH, Mason Fair Pty Ltd, Royal Joh. Enschedé, Veridos Matsoukis S.A., WOPA + Stamps & Coins.

For more information about the Stamps and Philately working group and the Philatelic Forum, please contact **Agnieszka Trzaskowska** – E: [agnieszka.trzaskowska@poczta-polska.pl](mailto:agnieszka.trzaskowska@poczta-polska.pl)

## Keep Me Posted EU maps out direction

Keep Me Posted EU campaign partners met at our first 2020 steering group meeting late January to collectively review the campaign and its achievements throughout the years. The pro-choice campaign has gained recognition and momentum over the years. More importantly, partners felt that the issue remains the same and more needs to be done to spread the message that citizens right to choose how they receive their correspondence needs to be protected at all times.

The steering group welcomed the support of EURO-GRAPH and the following MEPs who has signed the KMPEU pledge.

- Alex Agius Saliba, MEP S&D
- Biljana Borzan, MEP S&D
- Iban Garcia Del Blanco, MEP S&D

Partners agreed in broad terms the next steps and will review mid-year.

KMPEU campaigners had the opportunity to meet with partners and MEPs including Mrs. Borzan's office to plan possible future activities.

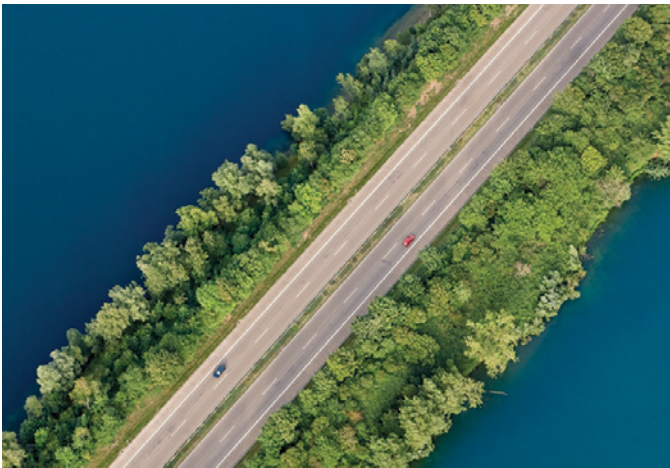
Stay tuned for more!

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



CORPORATE SOCIAL RESPONSIBILITY

# Environment is high on the European Union agenda



On 12 December Mrs. Ursula von der Leyen's, the newly elected President of the European Commission, presented the European Green Deal – the new EU growth strategy and the first comprehensive plan to achieve sustainable development in any major world region. The ultimate goal of the Green Deal is to improve the well-being of people by tackling climate and environmental-related challenges. It is at the heart of the Commission's efforts to implement the UN's 2030 Agenda and SDGs, and all EU actions and policies will have to contribute to the Green Deal's objectives.

Key aspects of the European Green Deal are as follows:

### 1. Climate neutrality

The EU will become climate-neutral by 2050. This goal will be stipulated in the first ever European "Climate Law" to be presented in March 2020, in addition various legislative measures will be revised. This means that the EU's greenhouse gas emission reductions target for 2030 will be increased to at least 50% and towards 55%.

### 2. Clean, affordable and secure energy

The EU will accelerate the decarbonisation of the energy system and the integration of the European energy market through increased cross-border and regional cooperation. The development of the energy sector will be largely based on renewable sources. At the same time, the EU will guarantee the affordability of energy for citizens and businesses, and provide financing schemes to tackle energy poverty.

### 3. Circular economy

A Circular Economy Action Plan as part of a broader EU industrial strategy will be presented in March 2020. It will include a sustainable products policy to support the circular design of products in line with common methodology and principles. Focus will be placed on reusing materials before recycling them; encouraging businesses to offer customers durable and repairable products; providing customers with adequate information to buy sustainable products. Actions will be also targeted at resource intense sectors such as textiles, construction, electronics and plastics. New legislative measures will be proposed to tackle waste generation and management.

### 4. Building renovation

A key priority of the EU will be the renovation of public and private buildings as buildings account for 40% of energy consumed. Currently the annual renovation rate varies between 0.4% and 1.2% in the Member States, and it should be at least doubled.

### 5. Sustainable mobility



As transport accounts for 25% of EU greenhouse gas emissions, the EU will continue to build on existing measures for providing sustainable and smart mobility. These will include further developing multimodal and automated transport, including the presentation of a revised proposal for a Directive on Combined Transport; increasing the capacity of railways and inland waterways to reduce the usage of road transport of freight; supporting the development of smart systems for traffic management, including via financing schemes; boosting the production and supply of sustainable alternative fuels for the

## CORPORATE SOCIAL RESPONSIBILITY

different transport modes; deployment of public recharging and refueling stations to respond to the increasing number of zero- and low-emission vehicles, etc. In this framework, a particular attention will be given to reduce transport pollution in cities with a combination of measures to address emissions, urban congestion and improved public transport.

### 6. Green agriculture

A new “Farm to Fork” strategy will be presented in spring 2020 to support the transition towards a healthier and more environmentally-friendly agriculture. It will aim to reduce the use of chemical pesticides, fertilisers and antibiotics; reduce the environmental impact of the food processing and retail sectors; promote sustainable food consumption and affordable healthy food, including more transparent information for consumers.

### 7. Preserving and protecting biodiversity

A new EU Biodiversity Strategy for 2030 will be presented in March 2020 with the aim of addressing the main causes of biodiversity loss. The measures will include increasing the coverage of protected biodiversity-rich land and sea areas; green European cities and increasing biodiversity in urban areas; drafting a new EU forest strategy.

### 8. Toxic-free environment

To achieve a pollution-free environment the EU will adopt an action plan for water, air and soil. It will address air quality legislation with the aim of aligning it with the WHO recommendations and pollution from large industrial installations.

### 9. Financing

A key aspect is meeting the investment needs that arise from the Green Deal objectives. For this purpose, the EC will propose a Sustainable Europe Investment Plan. Moreover, it has proposed a 25% target for climate mainstreaming across all EU programmes and new revenue sources (“Own Resources”). At least 30% of the InvestEU Fund will contribute to tackling climate change. A new Just Transition Mechanism, including a Just Transition Fund to leave no one behind that will draw funds from the EU budget and the EIB, is envisaged; it will support the regions that are most heavily dependent on fossil fuels. This underlines the need for a socially just transition which must also be reflected in policies at EU and national level. The Horizon Europe programme will also support the development of new technologies and solutions needed to achieve the objectives.

### 10. Global leadership

Addressing climate change requires the efforts of the global community. Therefore, the EU, while setting an example, will put into action a stronger “green deal diplomacy” to engage other countries and regions to play their role in promoting sustainable development. It will strive to work closely with international bodies such as the UN, G7, G20, WTO and others. To engage with these groups, the EC will propose a European Climate Pact that will encourage information sharing, and provide real and virtual spaces for people to express ideas as well as capacity building measures for implementation of grassroots initiatives.

The CSR Circle of PostEurop will closely follow the initiatives put in place in the framework of the EU Green deal. The EU actions related to Climate Neutrality, Energy, Circular Economy, Building Renovation, Sustainable Mobility as well as Green Financing may potentially impact the activities of the sector. One of the ambitions of the CSR Circle is to make full use of funding opportunities offered by the EU Green Deal as the postal sector is particularly ahead on several topics which could be funded by the European institutions.

Further information on the European Green Deal and the UN Sustainability Goals can be found on the following links:

#### A European Green Deal:

[ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal\\_en](https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en)

#### Communication on the European Green Deal:

[ec.europa.eu/info/publications/communication-european-green-deal\\_en](https://ec.europa.eu/info/publications/communication-european-green-deal_en)

#### UN SDG:

[sustainabledevelopment.un.org](https://sustainabledevelopment.un.org)

For more information on CSR activities please contact **Margaux Meidinger** - E: [margaux.meidinger@laposte.fr](mailto:margaux.meidinger@laposte.fr)

**EUROPEAN PROJECTS**

# Erasmus+ Programme: INNOV'AGE Project Key Learnings

The third Transnational meeting of the INNOV'AGE Project was held in Sofia, kindly hosted by Bulgarian Posts, from the 4-6 June 2019. Consortium members and observer organisations actively debated the topic of age management in the postal sector and discussed the progress of the project implementation. The meeting aimed to share results of the training prototype testing that was carried out by PostEurop project members in their companies. This occasion was crucial to the project development as PostEurop consortium members reported the practical difficulties and successful stories, when applying the University of Bordeaux training prototype. During the meeting, it was highlighted how managing diversity and intergenerational issues are crucial for the growth of the postal sector and its employees.

*"It was the first time that Poste Italiane managed a programme on age management and diversity. We had very positive feedback from those who attended the training test as they appreciated the methodology. Participants had the impression that the topic was very broad and important to discuss."*

**Patrizia Altomare, Head of Managerial Training, Poste Italiane**

The INNOV'AGE Project Transnational meeting was also a moment of best practices exchange with external stakeholders. The Bulgarian Association for People Management, shared its experience on age management through their "Age-Diverse Workforce Management for HR Managers" project. The INNOV'AGE Final Conference that was held on the 4-5 of July 2019 was another occasion to spread the results of the project to a wider audience. The event was hosted at La Poste Village in Strasbourg, where PostEurop Consortium members, participant organisations, observer stakeholders and representatives of the European Commission met to reflect on the achievements of the INNOV'AGE Project. The two-day event was useful to summarise the progress obtained towards better management of age, diversity and

innovation within the postal sector. Also, the INNOV'AGE Project Final Conference represented an important forum of discussion as two roundtables were held with representatives of the European Commission, Consortium members and external organisations. The focus of the first panel was on the support to transformation through intergenerational management, diversity and training. On this topic, Mrs. Ann Vanden Bulcke from the European Commission - DG Employment highlighted the importance of apprenticeship presenting the European Alliance for Apprenticeships (EAfA), and its connection to the INNOV'AGE Project. The second panel was devoted to diversity issues and best practices on age management, where experiences on diversity and age management were shared.

*"The emotions should also be considered when managing diversity, as these are part of the human being. To build-up a team and to be a good leader you have to be able to manage the emotions."*

**Antonino Scribellito, PostEurop Snr Project Manager**

Partners further commented on the added value of the INNOV'AGE Project for the postal sector, defining some important conclusions and providing inputs for further debate.

*"The European projects bring a big profit to the human capital. A project dealing with diversity and inclusion is very critical. INNOV'AGE Project puts in our hands a very big responsibility. If you give a good training programme to our colleagues, they can be the ambassador of our project. This is not the end of the journey."*

**Afroditi Riga Head of Section,  
Relations with International Organisations,  
Hellenic Post S.A - ELTA**

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



EUROPEAN PROJECTS

# Erasmus+ Programme: NEWPOST Project - Upgrading the EU Postal Sector with New Skills

The NEWPOST project aims to increase the employability of young people, providing the adequate required skills in a dramatically changing postal sector environment to significantly ameliorate their working conditions and their potential jobs opportunities in a vivid and transforming postal sector, with more than 2 million employees across Europe.

The third NEWPOST partners' meeting was held in Sofia, Bulgaria on 30-31 October 2019 kindly hosted by Bulgarian Posts. The project consortium, composed of PostEurop members (Posta Romana, Bulgarian Posts, Hellenic Post) and educational, certification and research institutes gathered to discuss the advancement of the work packages and the next steps to be followed.

During the meeting, the partners presented the current project state of play (overall assessment), with special focus given to the results of the quantitative and qualitative research on the postal sector to identify skills gaps. Active participation of PostEurop members added to the success of the meeting. To increase the Project impact and following the Projects' dissemination and communication strategy, dedicated NEWPOST Project info days were organized by Romanian Post and Bulgarian Post within their companies.

Posta Romana organized a NEWPOST Project Info day on 12 December 2019 at Romanian Post headquarters. This included

the high-level participation of The General Director of Posta Romana, Mr. Horia Grigorescu and Mr. Adrian Miholca, NEWPOST Project Manager at Posta Romana. During the event the project objectives and activities were presented to the audience. The event proved to be very interactive and provided a platform to discuss the current affairs related to the topic. There were also discussions on future activities, the rendering of the work curriculum and how the online platform of the project provides and will continue to provide support.

Bulgarian Posts organized their NEWPOST Project Info day on 18 December 2019 at Bulgarian Post headquarters to present the deliverables achieved so far. In particular, the results of the qualitative and quantitative surveys carried out in all three participating postal organizations were presented. Similarities and differences identified were analysed. In addition, an overview of the upcoming activities was provided. Representatives of various stakeholders such as the Ministry of Transport, Communication and Information Technology, trade unions, employers' organizations, the University of Telecommunications and Post and others also participated.

For more information about the ERAMUS+ Programme NEWPOST project please contact **Antonino Scribellito** - E: [Antonino.scribellito@posteurop.org](mailto:Antonino.scribellito@posteurop.org)



EUROPEAN PROJECTS

# COG-LO Project: COGnitive Logistics Operations through secure, dynamic and ad-hoc collaborative networks

COG-LO will enable Logistics operators, retailers and other stakeholders to collaborate more effectively, improve response rates and increase assets utilization in order to provide the maximum benefit & quality of deliveries to the end consumers. COG-LO Project will help the postal market in fulfilling the EU Commission's aim to create a "Single Parcel Market" by enhancing the interoperability between the operators, also through ad-hoc collaborations with e-commerce companies and other logistics providers.

The second PostEurop COG-LO Project – Market Activities Forum was held on 17-18 September 2019 kindly hosted by Croatian Post in Split, Croatia. The forum attracted 45 participants from 7 PostEurop Members (Albanian Post, Bulgarian Posts, Croatian Post, Lithuanian Post, Post of North Macedonia, Turkish Post, Slovenian Post), together with the Consortium partners (PostEurop, AUEB, SingularLogic, CNIT, TRT, JSI, NEC, EKOL, INTRASOFT), they gathered together to discuss and share knowledge on the COG-LO Project and its progress. The Forum was also attended by external stakeholders HUBBIG and ROMB Technologies.

The participants played a major role in the success of the Forum through their constant feedback, bringing topics to the Forum for discussions, tackling current and existing postal logistics issues.

*"COG-LO project is a great example of cooperation that Croatian Post and Posta Slovenije are putting in place for cross-border delivery. It is a matter of supporting each other, cooperation and integration at a business level. The action of these two postal operators is a reality and technology play a vital role."*

**Antonino Scribellito, PostEurop Snr Project Manager**

The Forum had multiple scopes. The objective of the meeting was to disseminate results and progress of COG-LO Project to a wider audience and hence, providing an EU-added value to the Project itself. The Forum enhanced the existing cooperation among PostEurop members/Postal operators and logistics service providers, in order to tackle the current challenges of the logistics supply chain. Therefore, the Forum was an ideal moment for best practices exchange between postal operators and relevant stakeholders for the overall advancement of the postal sector.

The COG-LO Project Plenary and the Steering Committee Meeting was held on 2-3 December 2019 in Milan, Italy. The meeting provided an overview of COG-LO Project in respect to the work packages and implementation progress of the different pilots of the Project. The objective of the meeting was also to prepare for the upcoming mid-term review meeting with the European Commission which is scheduled to take place on 16 January 2020. The meeting also provided an opportunity to share the follow-up on communication and dissemination activities carried out by PostEurop on social media. The use of the COG-LO Facebook Page and Twitter profile increases the visibility of the Project, by providing the audience a possibility to follow the Project's development regularly.

For more information about the COG-LO project please contact **Antonino Scribellito** -  
E: [Antonino.scribellito@posteurop.org](mailto:Antonino.scribellito@posteurop.org)





## EUROPEAN PROJECTS

# RADAR (Reactivity – Agility – Decision – Adaptability - Result) Transversal

The RADAR transversal was created to provide a platform for knowledge and best practices exchange between members from small countries. On 9 October 2019 the RADAR members met in Jersey to discuss its recent activities as well as the future governance and action plan of the transversal.

The meeting was attended by high level representatives' from PostEurop members with an aim to work together to offer solutions.

*“With the creation of RADAR, PostEurop made a huge step forward and now we are here to manage the already existing and well-established transversal. RADAR members need to continue to work all together in the interest of the development of the postal operators.”*

**Botond Szebeny, PostEurop Secretary General**

During the meeting La Poste Monaco presented its Projects as a best practice example for the participants. La Poste Monaco was chosen as an expert to lead the reflection of the urban logistics in the Principality of Monaco for several reasons: 50% of the express parcels of the different operators are delivered by La Poste Monaco, 70% of non-express parcels of the different operators are delivered by La Poste Monaco, La Poste Monaco delivers meal trays on behalf of catering service, etc. All these examples show that La Poste Monaco had expertise in urban logistics. The meeting was very fruitful with special interventions from members present at the meeting: Aland, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, San Marino & Vatican.

Mrs. Ballouhey-Dauphin, the Vice Chair of the RADAR Transversal added that it was important to know the opinion of the participants regarding the current state of governance. A short questionnaire would be sent out through PostEurop in order to know if the way the RADAR Transversal works suits the Members of the Transversal and the relevant topics which needs to be addressed during upcoming meetings.



For more information about the RADAR transversal, please contact **Antonino Scribellito** -  
E: [Antonino.scribellito@posteurop.org](mailto:Antonino.scribellito@posteurop.org)



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 modernise operational processes and use all available standardised 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.

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 workshops and onsite consultancy missions were held.

UPU-PostEurop key strategic project on "Operational Readiness for E-Commerce (ORE)" Project:

- On site Review and Assessment of Georgia's Postal Service held in Tbilisi, Georgia from 9-13 September 2019
- Training workshop on integrated IT solutions for e-commerce and customs times reports for the designated operators from Eastern Europe, the Caucasus and Central Asia - Regional Postal Training Centre took place in Moscow, Russian Federation from 29- 31 October 2019
- Training workshop on "Integrated IT solutions for e-commerce and customs time reports" for the designated operators of the countries in South Eastern Europe, Georgia and Ukraine carried out in Berne, Switzerland from 12-14 November 2019
- On site consultancy mission: Evaluation of Operational readiness of office of exchange for e-commerce project held in Minsk, Belarus from 25-29 November 2019



## EUROPEAN PROJECTS

The Best Practice Wider Europe transversal meeting led by Mrs. Olga Zhitnikova JSC Russian Post and Mrs. Candan Senyuz (Turkish PTT), Chair and Vice-Chairpersons of the Best Practice Wider Europe transversal respectively, took place on 8 October 2019 in Jersey. The scope of the meeting was to have an open discussion on how the transversal should move forward and to receive inputs from members. The transversal is designed to particularly enable Eastern European Members from the CIS and SEE countries to benefit from the exchange with other Members under the well-known PostEurop Neighbourhood Programme (PNP).

The success of the PostEurop-UPU Projects – ORE Project in 2017-2018 was highlighted as follows:

- Regional priorities for 2017-2020 agreed and adopted by PostEurop
- One joint UPU/PostEurop technical cooperation strategic project on operational readiness for e-commerce (ORE) signed

- Four regional workshops within the ORE project jointly organised
- Eight on-site ORE process review missions organised for Eastern Europe Caucasus and Central Asia and to south-eastern European countries
- More than 105 postal officials from Europe (including south-eastern European countries) have been trained
- More than 30 fellowships have been granted (7 designated operators)

For more information about the UPU-PostEurop Neighbourhood Programme projects, please contact **Antonino Scribellito** - E: [Antonino.scribellito@posteurop.org](mailto:Antonino.scribellito@posteurop.org)



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

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