



**7<sup>th</sup> Asian Pacific Postal Union  
(APPU) Postal Business Forum  
Eastin Grand Hotel, Bangkok,  
27 – 29<sup>th</sup> November 2018**



**Exploring New Frontiers - Reshaping the Postal industry**

**Tues 27<sup>th</sup> Nov**

Evening            Introductions and welcome reception

**Wed 28<sup>th</sup> Nov**

Morning           Strategic Directions and CEO Panel  
*What are the regional leaders thinking and saying?*

Afternoon        Exploring new frontiers and innovation  
*What are the opportunities with digital disruption, autonomy and other technology innovations?*

Evening           Dinner cruise through central Bangkok

**Thur 29<sup>th</sup> Nov**

Morning           E-commerce and diversification  
*What are the latest developments and opportunities in e-commerce, new revenue streams and diversification?*

Afternoon        Reshaping the postal industry  
*How are key stakeholders, suppliers and partners helping to reshape the sector with new solutions?*

Evening           Cultural Gala Dinner and APPU Awards



## First Asian Pacific Postal Union (APPU) Regional Awards for the 7<sup>th</sup> APPU Postal Business Forum

Objective of the awards: to highlight, reward and share good practice in the APPU

### Award categories

1. Best customer service  
*This remains a key distinguishing factor for business reputation, trust and loyalty*
2. Best corporate video, web-site or branding  
*To promote a strong reputation, build image or brand and update market perception*
3. Best sustainability project or initiative  
*People, planet, profit – Reuse, recycle, save resources/money, reduce negative impact*
4. Best corporate social responsibility project or initiative  
*With positive impact on society and people, especially vulnerable or disadvantaged*
5. Best employee engagement activity or people development project  
*Investing in your people for retention, motivation, development and capability*

Short rules: All APPU members are invited to make submissions – each member can submit up to one entry in each of the categories (maximum total of 5 entries)

Submissions should be on one page per entry stating clearly

### **What was done, why and what the impact was**

This should be sent to Penchan at the APPU Bureau before the end of September 2018, together with a contact person and contact details for each submission

Shortlisting will be done by an expert panel and will take place in the first two weeks of October 2018. All those short-listed will be advised and will be invited to the forum and award ceremony in November 2018

The final judging panel session and decision would be made at the forum and awards will be given on the second evening at the gala meal and cultural evening i.e. Wednesday 28<sup>th</sup> November 2018.

# 7<sup>th</sup> Asian Pacific Postal Union (APPU) Postal Business Forum

Eastin Grand Hotel, Bangkok, 27 – 29<sup>th</sup> November 2018

## Exploring New Frontiers - Reshaping the Postal industry

**Tues 27<sup>th</sup> Nov**

Evening

*Introductions and welcome reception – Eastin Grand Hotel*

	Wednesday 28th November	Thursday 29th November
	<b>Strategic Directions CEO Forum</b>	<b>Exploring New Frontiers – Reshaping the Postal Industry</b>
<b>AM</b>	0830 Registration 0900 <b>Lin Hongliang, Secretary General APPU</b> 0905 <b>Introductions – Derek Osborn</b>  0945 <i>Global Postal Strategies</i> <b>Mr Pascal Clivaz, DDG, Universal Postal Union</b> <b>Mr Masahiko Metoki, Senior Vice President for International Affairs, Japan Post</b> <b>Mr Holger Winklbauer, CEO, International Post Corporation</b>  1030 – Group photo 1040 - Coffee break 1100 - <i>CEO Forum Panel</i>  <b>Mr Nanda, Secretary, India Post</b> <b>Mr ZHANG Ronglin, Vice President of China Post Group China Post</b> <b>Mr Seong Ju KANG, president of Korea Post</b>	<b><i>Strengthening the sector - regional collaboration</i></b> 0900 <b>Ms. Ariya Thongbai, Head of International Business, Thailand Post</b> <i>“E-commerce – collaborating to build a strong regional partnership”</i> <b>Mr Murray Silcock, GM International Supply Chain Solutions, New Zealand Post</b> <b>Mr Michael Cope, Head of International Relations, International Postal, Australia Post</b> <b>Mr Carl Schelfhaut, DHL</b> <b>Mr Gary Carroll, Managing Director, Asia Pacific Post</b>  1015 Roundtable discussions 1045 <b>Coffee break</b> Reshaping the Postal Industry 1115 <b>Mr Festus Hangula, CEO, Nampost, Namibia</b> <b>Mr Alex Yancher, CEO, Passport</b> <b>Mr Shiraz Jessa, CEO, bibimoney</b> <b>Mr Bill Robertson, Landmark Global</b>

	<p>1145 - Round table discussions  1215 - CEO Forum – Panel Session  1245 - Lunch</p>	<p>1200 Round table discussions  1230 – Morning Panel Session  1300 Lunch</p>
<b>PM</b>	<p>1400 <i>CEO Forum continued</i></p> <p><b><i>Mr Joel Otarra, PMG and CEO, Philippines Post  Mrs Rubina Tayyab, Chairperson, DG Pakistan Post  Mr. U.G.Ranjith Ariyarathna, PMG, Sri Lanka Post  Mr Tuan, President, Vietnam Post</i></b></p> <p>1500 Round table discussion and Q &amp; A Panel plenary session  1530 Tea break  1600</p> <p><b><i>Mr Phonpasit PHESSAMAY, Director General, Department of Post, Laos  Ms Derby Wai Meng LAU, Board Chairman/PMG, Post &amp; Telecom Bureau, Macau, China  Mr Yutaka Kitagami, Director, International Affairs Office, MIC, Japan</i></b></p> <p>1645 Final discussions  1700 Summary and Close</p>	<p><b>1400 Exploring New Frontiers</b></p> <p><b><i>Mr Niels Delater, CEO, Spectos</i></b>  <i>“How to improve the Service Quality and Customer Experience for Cross border eCommerce”</i></p> <p><b><i>Ms Cinzia Neri, Head of Prime  Dr Ruth Eberhart, SAP  Mr Shariq Mirza, CEO and Founder, Assurety Consulting</i></b></p> <p>1500 Tea Break  1530</p> <p><b>TECHNOLOGY SHOWCASE – Be inspired</b>  New business solutions from leading industry partners and providers</p> <p><b><i>Mr Toshi Kimotsuki, Duplo International  Mr Jouni Kyllonen, Mailroom Solutions  Mr Michael Bobach, Siemens Postal, Parcel &amp; Airport Logistics PTE LTD  Mr Stefan Berndt, Bluecrest  Mr Nicholas Zylbergajt, Unmanned Life</i></b></p> <p>1630 Close of day – reception and stands</p>
<b>Eve</b>	<b>Dinner cruise through central Bangkok</b>	<b>Cultural Gala Dinner and APPU Regional Awards</b>