

## REPORT ON THE ACTIVITIES OF THE UNION

*Report by the Secretary General of APPU*

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It is a very hard time worldwide this year. The Covid-19 pandemic harms the economy, and it harms the people. All APPU Members, governments and DOs were/are facing a challenging situation. International travel has been reduced or canceled. We (the Bureau) are doing our best to focus on tasks that (i) we can do by ourselves without interrupting our Members (ii) will help reduce costs.

### **Administrative Section: 2019**

1. APPU Secretary General attended the sessions of the UPU CA/ POC from 8 to 12 April 2019 in Bern, Switzerland and delivered a report after the meetings.
2. APPU Secretary General officially visited Bhutan from 6 to 9 May 2019. The objectives of this mission were to strengthen friendly relations between Bhutan and APPU and explore future cooperation between both sides.
3. APPU EC Meeting was convened successfully in Tokyo Daiba, Japan from 2 to 6 September 2019
4. APPU Secretary General attended the sessions of the UPU CA/POC from 20 to 25 October 2019 in Bern, Switzerland and delivered a Report after the meetings.
5. The 8<sup>th</sup> APPU Postal Business Forum 2019 on “Enabling digital transformation”, was held at Eastin Grand Hotel in Bangkok, Thailand from 2 to 4 December 2019.

**Administrative Section: 2020 (already undertaken, or planned)**

6. APPU Secretary General attended the sessions of the UPU CA/POC from 23 to 28 February 2020 in Bern, Switzerland and delivered a report after the meetings.
7. The Bureau successfully implemented the 2019 EC decision to relocate the RTCAP from Singapore to Bangkok on 16 March 2020. Mr. Tan Yong Chee is already working very closely and constructively with colleagues in the Bureau in terms of administrative issues and training programs.
8. The 2019 EC meeting requested the Bureau “to commence preparation for a meeting of key parties to take a strategic view of the College and how a sustainable future might be created”. Consequently the Bureau organized the High Level Strategic Discussion (HLSD) on 17 March 2020, attended by 11 APPU Members. It was successful and supportive. The detailed action plan to create a sustainable future for the College will be presented by the APPU/UPU Reform WG to the 2020 EC meeting.
9. The APPU Newsletter, created in 2014, will increase its frequency from July 2020 from two-monthly to monthly.
10. APPU Secretary General will attend the 27<sup>th</sup> UPU Congress in Abidjan, Republic of Côte d'Ivoire.
11. The 9<sup>th</sup> APPU Business Forum 2020 and 50<sup>th</sup> Anniversary of Asian-Pacific Postal College will be held from 7 to 11 September 2020 at the Asian-Pacific Postal Union, Bangkok, Thailand
12. APPU Secretary General will attend the sessions of the UPU CA/POC in November 2020 in Bern, Switzerland.

**Training Section**

13. During 2019, the Training Section conducted 15 courses and 13 workshops. These were attended by 286 participants. On the request of postal administrations, the College conducted 3 External Training Programmes, as well as 8 Special Programmes on site in Bangkok.
14. Regular courses, workshops, special programmes, external training programmes conducted by APPC in 2019 are detailed as follows:

### Regular Courses

No.	Regular Courses	Dates (2019)	Participants
1	Advanced Business Management	14 Jan – 1 Feb	8
2	Postal Retailing & Sales Management	14 Jan – 1 Feb	9
3	Service Quality Management	18 Feb – 15 Mar	12
4	Human Resource Management	18 Feb – 15 Mar	13
5	Digital Financial Services	25 Mar – 5 Apr	14
6	Operations Management	29 Apr – 24 May	14
7	Strategy Formulation & Execution	29 Apr – 24 May	8
8	International Postal Services	17 Jun – 12 Jul	19
9	Parcels & Logistics Management	17 Jun – 12 Jul	13
10	International Mail Accounting	12 Aug – 30 Aug	20
11	Postal Business Development	12 Aug – 30 Aug	10
12	Marketing & Innovation for Posts	23 Sept – 18 Oct	13
13	Postal Management Course	23 Sept – 1 Nov	12
14	E-Business and Technology Management	18 Nov – 6 Dec	14
15	Express Mails Service	18 Nov – 6 Dec	16
<b>Total</b>			<b>195</b>

### Workshops

No.	Workshops	Dates (2019)	Participants
1	Philatelic Strategy	21 Jan – 25 Jan	9
2	Managing Innovation	21 Jan – 25 Jan	6
3	Strategic Human Resource Management	25 Feb – 1 Mar	5
4	Practical e-Commerce Management	13 May – 17 May	17
5	UPU-IPS and IPS.Post	8 Jul – 12 Jul	2
6	Terminal Dues	19 Aug – 23 Aug	12
7	Sustainable Development	19 Aug – 23 Aug	3
8	Leadership for Postal Manager	30 Sep – 11 Oct	9
9	Competing on Business Analytics and Big Data	7 Oct – 11 Oct	4
10	Strategic Marketing Management	14 Oct – 18 Oct	7
11	Strategic Cost Management	14 Oct – 18 Oct	11
12	Driving Digital Strategies	25 Nov – 29 Nov	8
13	EMS Operational and Performance Improvement	25 Nov – 29 Nov	7
<b>Total</b>			<b>91</b>

### Special Programmes

No.	Topics	Dates (2019)	Participants
1	UPU-WCO Postal Security Capacity-Building Project	10 Jun - 13 Jun	60
2	UPU-Interregional Capacity-Building Workshop For Training Centres	2 Sep - 6 Sep	11
3	The Fourth UPU-ORE Workshop in Bangkok, Thailand	4 Nov - 8 Nov	42
4	UPU-Disaster Risk Management Regional Training Workshop for Asia and Pacific countries	11 Nov - 13 Nov	21
5	APPC/UNI-Apro Seminar	30 Jul - 1 Aug	19
6	UNI-Apro Post & Logistics Organizing Seminar	15 Nov - 16 Nov	16
7	Network Innovation for China Express Sector in ASEAN Country for State Post Bureau of China	27 May - 6 Jun	20
8	Postal Management & Marketing Innovation for Qatar Post	28 Oct - 1 Nov	4
<b>Total</b>			<b>169</b>

### External Training Programmes

No.	Topics	Designated Operator	Dates (2019)	Participants
1	International Postal Services	Hong Kong, China	21 Jan - 25 Jan	11
2	International Mail Regulation and Standards	Brunei Darussalam	15 Apr - 18 Apr	22
3	Operations Management	Timor Leste	22 Apr - 26 Apr	54
<b>Total</b>				<b>87</b>

**The following activities have been undertaken or are planned for 2020**

15. The Training Section conducted 4 regular courses and 2 workshops from January to February 2020 as follows:

**Regular Course**

No.	Regular Course	Dates (2020)	Participants
1	Digital Financial Services	6 Jan - 17 Jan	16
2	Leadership for Postal Managers	6 Jan - 17 Jan	6
3	Strategy Formulation & Execution	3 Feb - 21 Feb	5
4	Advanced Business Management	3 Feb - 21 Feb	6
<b>Total</b>			<b>33</b>

**Workshops**

No.	Regular Course	Dates (2020)	Participants
1	Managing Innovation	21 Jan - 25 Jan	1
2	Philatelic Strategy	21 Jan - 25 Jan	1
<b>Total</b>			<b>2</b>

16. Because of the outbreak of Covid-19 , we have had to postpone/cancel training programs scheduled from March to July. A number of different scheduling scenarios were developed depending on when training might resume. Each scenario attempted to accommodate as many training activities as possible. Steps have also been taken to create on-line training programs.

17. The Bureau has worked hard on the preparation and implementation of the tasks handed down by the 2019 EC meeting e.g., Renovation Project, IT Review Project, Archives Management Project, and 50<sup>th</sup> APPC Anniversary Celebration, etc.

18. It goes without saying that the Training Section continues to be under pressure financially, moreso with the onset of COVID-19. The Bureau much appreciates the understanding, support and cooperation from stakeholders, especially the special financial support from most GB members and partners.

The Bureau continues to do what it can in terms of reducing costs e.g., undertaking work in-house as opposed to using external suppliers, downsizing the priority projects, etc.

19. Regarding the above-mentioned projects, the Bureau has focused on what needs to be done to make sure the College can run smoothly. Some of the College's facilities and some IT issues need attention prior to re-starting courses. Under the revised expenditure rule adopted at the 2020 Governing Board meeting, the Bureau currently has access to Reserve Fund cash in the vicinity of Baht 300,000 (or approximately US\$ 9,800) for the first phase of essential maintenance.
20. The APPC Business Plan was updated in April 2020 to make it more relevant to the changing environment. We changed the Vision of the APPC from "Educate, Inspire, Motivate" to "Motivate, Connect, Innovate", to emphasize that the Training Section (APPC) is the most important platform for the Union for connecting members to each other as well as with our stakeholders.