

Report of the Asia Pacific Post Cooperative

Introduction

1. The 16th Asia Pacific Post Cooperative (APP) General Assembly was held on 26 March 2015. It was attended by representatives from 16 member Posts namely from Australia, China, Cambodia, Hong Kong, India, Indonesia, Korea, Lao, Malaysia, Nepal, New Zealand, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam. Representatives of the APPU Bureau and RTCAP attended the meeting as observers.

Election of APP CMB members

2. Under the current rules of the APP, 4 member Posts had to step down from the APP Cooperative Management Board this year. These members Posts were Australia Post, China Post, Hong Kong Post and Malaysia Post. There were 4 nominations for these vacancies on the Cooperative Management Board by the applicable deadline. Nominations were received from Australia Post, China Post, Hong Kong Post and Malaysia Post respectively. Under Article 7.3.1 of the APP's governing statutes, the General Assembly approved the appointment of these nominations to the APP Cooperative Management Board by a show of hands.

Financial Status of the APP Cooperative

3. The financial reports relating to the actual income and expenditure of the APP for the full year 2014 and the projected income and expenditure for the year 2015 were presented to and approved by the General Assembly.

APP Business Plan 2014/15 Update

4. The General Assembly was also updated on the progress of the activities mandated under the APP Business Plan for the period 2014-2015. It was noted that the main focus of these activities was on: (a) assisting member Posts to improve their quality of service performance in respect of EMS and Parcels; (b) providing member Posts with timely and relevant market intelligence and information on best practice; and (c) developing the APP ePacket service.
5. In relation to the quality of service activities of the APP, it was noted that the APP Office had conducted operational audits of 2 member Posts, namely Malaysia Post and Maldives Post. Feedback from both members was that the outcomes of the operational audits were beneficial to them. The General Assembly was informed that member Posts who had accessed the APP's operational audits service were

implementing their agreed EMS and Parcels action plans for service improvement. In addition to these on site services, member Posts are also receiving desktop research reports on EMS service performance on a monthly basis to facilitate their pay for performance efforts as well as Parcels service performance reports for monitoring projected ILR bonuses.

6. In relation to the market intelligence activities of the APP, the General Assembly was informed that the APP Office had continued to provide timely and useful reports to member Posts through services such as the APP Newsflash and APP Report. The APP website will also be undergoing a substantial revamp with new features and functions that would serve as a platform to progress those initiatives set in the APP's new strategic plan for the period 2015 – 2020.
7. On business development opportunities, the General Assembly was updated on the progress made in developing an APP e-commerce tracked packet solution. It was noted that major issues such as the remuneration for the service, on time delivery and on time data transmission standards, and operational matters such as prefix and mail subclass had been addressed by the Ad Hoc Group established to progress the work on the service. The UPU's Postal Technology Center (PTC) had been selected as the reporting platform service provider. The General Assembly was informed that the project was close to trial implementation and the objective was to have the product launched by the end of September 2015. To support the implementation of the service, there would be a business briefing session to all APP members on 22 June 2015 in Hong Kong, followed by operations workshops. The first operations workshop is scheduled to be held in July 2015. The General Assembly approved the timeline and next steps proposed by the Ad hoc Group for the completion of this important initiative. It also noted the active interest that many member Posts had in the initiative.
8. The General Assembly was briefed on the recommendations of the APP CMB on the overarching strategies and direction of the APP for the period 2015 - 2020. The General Assembly agreed that the APP should focus on the following three strategies for the period 2015 – 2020:

- Strategy 1 - Support and assist members to strengthen the quality of service for EMS, parcels, tracked letter post items and APP initiated products and services.
- Strategy 2 - Market intelligence and information and best practice sharing.
- Strategy 3 - Regional business development initiatives.

Business Plan and Proposed Budget for 2015 and 2016

9. The General Assembly approved the proposed business plan for 2015 which is in line with the strategic plan set out for years 2015 to 2020. Among the year-long activities, the APP Office will undertake operations audits for three member Posts, namely Bhutan Post, Nepal Post and PNG Post but subject to a commitment from these member Posts for quality improvement. Korea Post also announced that it would be happy to host the APP CEO Forum 2015 in Korea in September 2015 to tie in with the proposed launch of the APP ePacket service. The General Assembly also noted that other new regional business development initiatives were scheduled to be initiated from the second half of 2015.
10. The General Assembly was informed that the 2016 business plan and budget had not been prepared by the APP Office for its consideration as it was dependent on and pending the approval of the strategic plan for the period 2015 – 2020 by the General Assembly at this meeting. As the plan had now been approved, the General Assembly mandated the APP Cooperative Management Board to prepare the 2016 business plan and budget and have it circulated to member Posts for endorsement. The business plan and budget for 2016 will be in line with the strategic plan set out for years 2015 - 2020.

Siva Somasundram
Chair of Cooperative Management Board
Asia Pacific Posts Cooperative
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