

Summary Report of APP General Assembly 2025

Opening

The Asia Pacific Post Cooperative (APP) General Assembly meeting was held on the 2nd July 2025, in Ulaanbaatar, Mongolia and also via Zoom. At the time of roll call, it was attended by representatives from 21 APP member Posts namely from Australia, Brunei (participating online), Cambodia, China, Fiji, Hong Kong, India (participating online), Indonesia (participating online), Japan, Korea (participating online), Laos, Macau, Malaysia, Mongolia, Nepal (participating online), New Zealand, Philippines, Singapore, Sri Lanka, Thailand and Vanuatu (participating online).

Agenda

1. Welcome Members and Roll Call
2. Confirmation of APP GA 2024 Minutes
3. Confirmation of the Agenda for 2025 General Assembly
4. Election of CMB Members
5. Update of APP ePacket 2024 Performance, 2025 6-month Performance, Activities
6. APP Office Changes
7. APP Office Finance Updates
8. APP Project Updates and Activity
9. The Future of APP
10. Meeting Close

Confirmation of the Agenda for 2025 General Assembly

The agenda was adopted.

The office noted that the miscommunication internally resulted in a delay in getting the documents out to members in advance. The chairman has confirmed that there will be more emphasis on documents for all meetings being uploaded promptly going forward, especially noting that there are members that will need time to translate and study the documents.

Election of APP CMB Members

There were 3 nominations received by the deadline 25th June 2025 applied for 4 outgoing CMB members. They were China Post, Pos Indonesia and Pos Malaysia. As there are 3 candidates and 4 vacancies and in line with APP statutes: According to 7.3.7, Should there be fewer candidates than required to fill the APP CMB positions to be re-elected, the Chairman, acting in conjunction with the majority views of the APP CMB, will nominate suitable postal administrations that are qualified for APP CMB membership and ask the APP Cooperative General Assembly to endorse the designation of these candidates as CMB members. This will be done by a show of hands.

The CMB has asked New Zealand Post to join the CMB. This decision was endorsed by the General Assembly.

Update of APP ePacket 2024 and 2025 6-month Performance and activities

A report was received on the existing status including volumes, scanning, reach and quality of the ePacket program and the activities that the office has conducted in the last 18 months for ePacket, covering improved reporting capabilities, quality of service and pay for performance.

It was noted that there is continuing work on the reporting system.

It was also noted that the previous exploration into non-regional partnerships have begun, firstly with Post NL who have joined and are trading with 2 countries within our network. The General Assembly noted the struggles that the Office is facing to further this as members often have better bilateral agreements, noting that the Steering Committee can discuss how to improve on this issue.

Chairperson called upon members to gather resources internally to improve the product and to participate and engage with the steering committee to keep improving the product since we see the value of the product.

APP Office Changes

An update was shared about the difficulties of a reduced team in the office:

Rebecca that mainly managed APP ePacket reporting left in April 2025.

There has been a new hire, YQ, who will support communications and various other digital matters that the Office requires.

MD appealed to members to consider seconding staff if there are available resources.

APP Office Finance Updates

A report was received on the existing status of APP's finances with an update that we maintained strong financial reserves in 2024. Spending remained prudent despite legal and staffing challenges.

Risks currently includes delayed invoicing, arrears and legal status ambiguity affecting operations.

The office presented a small surplus / underspend in 2024 of \$65,000 and a retained reserve of about \$1.43m.

The Cooperative is in a stable position but remains vulnerable to member debt and project delays.

The General Assembly has agreed that the Office should be supported by the CMB on the actions which include increasing debt dialogue with members, recovering of costs for the QSF Project and beginning to increase resources to support projects.

A clarification was made that the APP Office is unable to manage its own account, it is currently managed by the APPU and it restricts access and what we're able to do with the cash, including changing the bank account to earn more income through interest.

APP Project Updates and Activities

The Office gave updates on UPU QSF Project. APP has potentially incurred an unrecovered expenditure of approximately USD 620,000. Highlighting that the project has been discontinued in February 2025 due to underperformance. Underperformance was affected by a drop off in member engagement as the project continued.

The General Assembly noted the finance impact of the discontinuation of this project, specifically for the project manager hired, software costs agreed on with PTC and equipment costs.

MD shared the disappointment of receiving only 2 responses when members were informed of the termination of this project and shared learnings from this experience.

GA noted and acknowledged the work achieved on this.

The Office gave updates on Project XBR. Highlighting that it will be ramping up in the next year ahead. Details were shared about the various stages of engagement on the 3 active posts on this project. Members were encouraged to engage as the Office continues to onboard these active members as this project requires both importers and exporters to be a success.

The Office shared a learning from the pilot with Singpost, specifically the regulatory issues with tax authorities that was faced during the point of integration.

A clarification was made that there are no plans to specifically tie this offering to ePacket.

GA noted and acknowledged the work achieved on this.

APP Statutes

A report was made on proposed changes on the APP statutes, highlighting that there is no expectation for members to sign this off during this meeting. The intention is to ensure the wider membership understood the document and why changes were being implemented.

This report provided a side-by-side comparison with the 2016 approved statutes and explained the rationale, implications and benefits of the proposed changes. The revised 2025 draft statutes represent a significant update to the governance, structure, roles and financial oversight of the Cooperative.

In conclusion, the MD provided an overview of the purpose of making it a stronger and clearer mandate. Additionally, there were administrative details and definitions cleared up through this document.

Chairperson highlighted the importance of the clarity that this document provides, urged the General Assembly to look through the revised statutes documents and to consider what happens to the Cooperative going forward.

While there has been some delays in Treaty change adoption, the Chairperson clarified that the purpose of informing and involving members before that is to encourage members to provide feedback to the office and the CMB so that by the time a decision will need to be made, the General Assembly would have reached alignment on this.

MD further clarified that the CMB were tasked with the providing the drafts to the Reform Working Group (RWG), RWG gave additional comments and recommendations. The reason for submitting these documents to the GA was also an obligation to the wider membership as there was no visibility before this.

The Office will resubmit document 13 with additional context, to be re-circulated to the General Assembly within 2 weeks from the meeting.

The Future of APP

The chairperson shared about the significant legal risks and implications Singapore Post has taken on by supporting the APP Office's existence in Singapore due to the existing legal issues.

There has been a temporary solution for hiring made possible through a 3rd party human resource provider; the Chairperson has emphasised that this is not a long-term solution.

An appeal was made to members to make a decision on the future of the APP Cooperative and examine on whether there is still a purpose for the Office to exist.

While the board and office truly believe in its purpose in aiding members with operational resilience and adaptability, the Office's focus remains to be helping members with operational excellence and delivery. The APP still fills this space of what members envision and what we're able to deliver.

For the future of the APP, 4 options were presented -

1. Secure a New Host, another member provides interim legal shelter which requires national legal and financial backing
2. Integrate fully with APPU by becoming a user-funded body which will require regulators need to be onboard
3. Closure of the APP Cooperative
4. Taking reference from the RTCAP model, supported through voluntary contribution, essentially a new section under the Bureau.
 - a. A clarification was made that this option does not require a treaty change. It can be brought up and agreed on during the next EC, making it a quicker option.

Chairperson prompted members to share perspectives and choose a preferred direction.

Vietnam Post shared their support and reiterated that it sees the importance of APP's role for operator-focused project as it can move in an agile manner.

Australia Post shared their perspective as a post that used to be on the board, acknowledging its history and contributions, urging members to reconsider clearly what they would want out of the organisation at this crossroad.

The chairperson further encouraged members to engage with their regulators and ministries on getting their support when this matter is brought up in the future extraordinary congress.

MD shared his views on the importance of the APP and appealed to the members on finding the right way forward, allowing the Office to support what the members want to do.

Close of meeting

In closing, the CMB Chair thanked Hong Kong Post in its contribution to the board in the last decade and the team for their support over the past 12 months. GA was closed with thanks and applause. The meeting closed at 5:02PM Mongolia time (GMT +8).