

## **REPORT OF THE SUSTAINABLE DEVELOPMENT WORKING GROUP**

### **Introduction**

1. The meeting of the Sustainable Development Working Group of the APPU was held on 19th May 2016. There are 18 members in this Group which include Australia, Bangladesh, Bhutan, China, Fiji, Indonesia, Iran, Korea, Malaysia, Mongolia, New Zealand, Samoa, Solomon Islands, Sri Lanka, Thailand, Tonga, Vanuatu and with Pakistan chairing the meeting. Unfortunately Fiji, Solomon Islands, Tonga and Vanuatu could not participate in the meeting. Japan requested to be added as a member of this working group. The members took note of it and welcomed Japan to be its 19<sup>th</sup> member. The Chairman introduced the aims and objectives of this working group.
2. Initially New Zealand made a presentation illustrating that sustainable development was a big deal for them. They highlighted a number of innovative new initiatives taken at their end which included introduction of electric vehicles, recycling of old uniforms and recycling of packaging material. Electric vehicle is a novel idea used by New Zealand Post. They were ready to share their experiences with any other interested operator. New Zealand Post uses 70 to 80 percent of its packaging material towards recycling. They supported their communities through a range of initiatives and partnerships like participation in community post, celebrating mori language week. The employees of New Zealand Post are given a full day paid leave to serve their community as volunteers. In year 2016 9% of their work force took part in community service which is likely to increase up to 15% in 2017.
3. New Zealand Post also works in collaboration with their partners to minimize environmental and social harm for which they have developed supplier code of conduct. They have also taken a leap forward in developing Green House Gas Environmental Foot Print and have an effective control system to monitor greenhouse gas emission on per parcel and per letter basis. This helps them to measure their efficiency towards greenhouse gas emissions. They have managed to reduce greenhouse gas emissions by 29 %. They have won a number of awards for their excellent performance in sustainable development.
4. In their report, Pakistan gave their perspective on sustainable development. Their focus was on the postal business model which delivers a wide range of postal services and products. They have adopted the national financial inclusion strategy of Pakistan. They informed that Pakistan post intends to play a vital role in enhancing the bankable population from 23% to 50% by the year 2020. In order to give an altogether a new look to the post offices, rebranding of post offices have been started along with automation to improve core function of sorting and delivery.

5. Pakistan Post has maintained gender balance and for the last three to five years recruited female postal managers who now form 47 % of the managerial work force. Moreover recruitment policy of Pakistan Post encourages female and marginalized communities. Social and welfare activities are carried out through a Foundation run by it. It provides assistance in education, health and social obligations. Pakistan Post also plays an important role in green environment and has taken a number of steps in promoting recycling of papers/waste material, use of clean technology, encouraging use of low carbon emission vehicles. Pakistan Post in initiating a pilot project to make the ECO Postal Staff College Islamabad paperless from 1st July this year.
6. Sri Lanka Post in their presentation gave an over view of the wide range of postal services they are offering to the customers. They have highlighted the importance of Human Resource Development and have successfully completed all training programs. In this regard they have developed ICT division to train their employees. They are offering a wide range of services and products with special emphasis on technology development. They have maintained a high level of quality and won awards for social and welfare activities. As part of their social responsibilities, union activities are encouraged and all issues are resolved amicably with union through dialogue. More over all stakes holder are involved in business development and matters relating to them.
7. Lastly China was given the floor; they gave an update on the developments they had under taken since the last ECC meeting. They have carried out a study on the Application of Environmental Technologies in the Postal Sector. They intend to follow the overall goals highlighted in the study. Their thirteenth five year plan which began in 2016 envisages the concept of “innovative, balanced, green, open and sharing” development. The green part mainly aims to promote the low-carbon development of this sector. The thirteenth Five-Year Plan on Express Delivery Services also takes “green development project” on board, including activities in standard development, promotion and recycling of environment-friendly packing materials, retrofitting and upgrading of corporate technological equipment, utilization of new-energy vehicles and energy-saving buildings, etc.
8. Lastly The Chair thanked the participants for their showing keen interest in the meeting making the session purposeful.

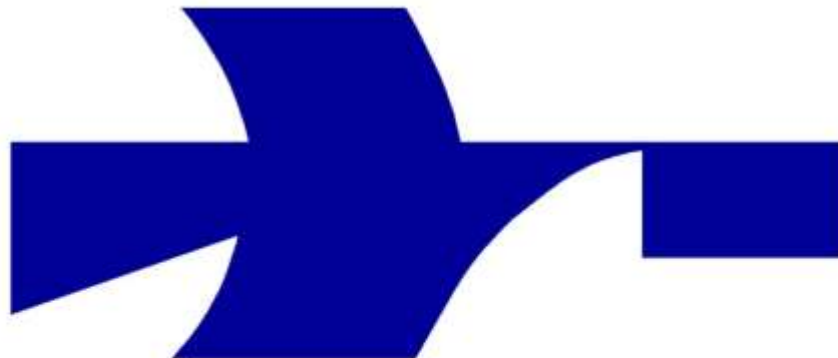
Fakir Syed Shaharyar-ud-Din  
Chair, APPU, Sustainable Development Working Group  
Thursday, 19 May 2016

## **PROVISIONAL AGENDA**

### **SUSTAINABLE DEVELOPMENT WORKING GROUP MEETING**

**Thursday, 19 May, 2016. 09:00 to 10:00 hours – Conference Hall**

1. Opening of the meeting and remarks by the Chairman, Sustainable Development Working Group
  - Mr. F S Shaharyaruddin, Chairman / Director General, Pakistan Post
2. Presentation by country - A
3. Presentation by country – B
4. Presentation by country - C
5. Open house discussion on Sustainable Development by member-countries
6. Closing remarks by the Chairman



## Sustainable Development Working Group

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### SUSTAINABLE DEVELOPMENT

#### Pakistan Post perspective

Focus on the postal business model to:

- (A) Financial inclusion
- (B) Stimulate small & medium businesses
- (C) "Get the core right"
- (D) Embrace gender mainstreaming, social inclusion and green economy

APPU Executive Council Meeting	<h2>FINANCIAL INCLUSION</h2>
	<ul style="list-style-type: none"><li>• Adopted National Financial Inclusion Strategy (NFIS) as the key policy document</li><li>• Committed to improve the current level of banking services from 23% to 50% by 2020</li><li>• Working to integrate into the national payment system in next three years</li><li>• Initiated process to acquire payment system in collaboration with the private sector</li><li>• Technical assistance is sought from the Central Bank, World Bank and Karandaaz</li></ul>
	<p>3 Asian-Pacific Postal Union</p>

APPU Executive Council Meeting	<h2>STIMULATE BUSINESS GROWTH</h2>
	<ul style="list-style-type: none"><li>• Pakistan is witnessing exponential growth in ecommerce sector</li><li>• Growth trajectory is very significant in rural areas and smaller towns</li><li>• Pakistan post is repositioning to capture the growing parcel and packet business</li><li>• Dedicated express and logistics company is on the card</li><li>• Partnership negotiations would follow as part of procurement</li></ul>
	<p>4 Asian-Pacific Postal Union</p>

APPU Executive Council Meeting	<h2>“ GET THE CORE RIGHT”</h2>
	<ul style="list-style-type: none"><li>• Rebranding project is underway with the focus on (1)core sorting and delivery operations and; (2) feel and look of the post offices</li><li>• Project is to be executed in collaboration with the private sector</li><li>• Allow Post to deepen its collaboration with financial institutions, telcos and retail sector</li></ul>
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APPU Executive Council Meeting	<h2>EMBRACE GENDER MAINSTREAMING</h2>
	<ul style="list-style-type: none"><li>• Pakistan Post is recognized as one of the socially advanced and progressive organizations</li><li>• Female workers visibility have registered sharp increase in the past 3- 5 years</li><li>• Female managers constitute 47% of its management force</li><li>• Implementation of Harassment of women act</li><li>• Women Postal Officers are encouraged in capacity building process for protection of women</li></ul>
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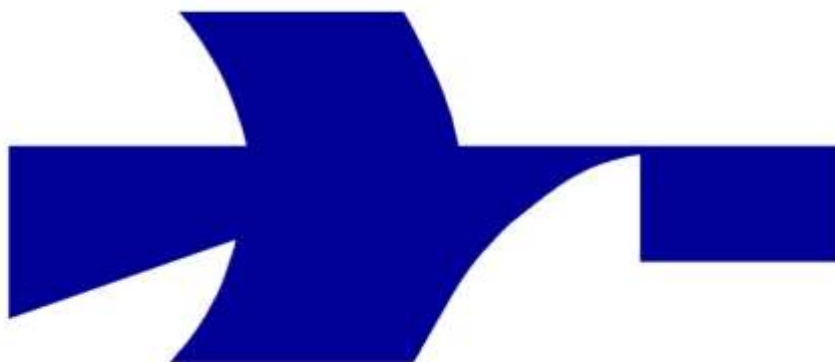


APPU Executive Council Meeting	<h2>PROMOTE SOCIAL INCLUSION</h2>
	<ul style="list-style-type: none"><li>• Pakistan Post pursues policies to promote social inclusion</li><li>• Recruitment policies revamped to encourage female, marginalized communities and less privileged to become part of the postal family</li><li>• Post Social Responsibility ( PSR) is discharged through Pakistan Post Foundation (PPF)</li><li>• Provides assistance for education, health and meeting social obligations ( marriage, funeral)</li></ul>
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APPU Executive Council Meeting	<h2>GREEN ECONOMY</h2>
	<ul style="list-style-type: none"><li>• Recycling of papers/ waste material is enforced</li><li>• Post has converted significant number of its operational vehicles to clean fuel technology</li><li>• Mail contractors are encouraged to ply low carbon emission vehicles</li><li>• Energy efficiency is promoted through the use of energy saver bulbs</li><li>• Post is planning to launch paperless working offices in all circles on pilot basis</li></ul>
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# Thanks





Sustainable Development  
Working Group  
Sri Lanka Post  
[APPU-EC Meeting 2016]



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## An Island Paradise

Sri Lanka is one of the most beautiful country you have ever seen.

We have great documented history over 3000 years. Our Country is situated in the ancient historical Silk Road and was a very important trade zone with natural harbors. Sri Lanka is a home for many religions, ethnics and languages. Sri Lanka has a rich Buddhist heritage. And our history says the Lord Buddha kept the foot prints here in three times.

We are warmly welcome all of you to see our beautiful country and feel our great hospitality. Which is considered as one of best tourist destinations in Asia.



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## OVERVIEW OF SRI LANKA

**Name of the country -**  
The Democratic Socialist Republic of Sri Lanka

**Location** - South Eastern shores of India,  
800km north of the equator

**Capital** - Sri Jayawardhanapura Kotte

**Largest Town** - Colombo (CMB)

**Landmass** - 65,525 sq.km.

**Coastline** - 1,340 km.

**Internet domain** - .lk

**International dialing code** - +94

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## Our History

- ✦ Sri Lanka Post has a long history of 209 years.
- ✦ In 1798 started five post offices in the maritime districts under the colonial Dutch rules.
- ✦ Sri Lanka post originated (1798) under the control of The Dutch India Company.
- ✦ In 1799 first postal rules and regulations and postage rates published.
- ✦ The first Postmaster General was appointed as A. Kennedy, an Army Officer after the British takeover the control of the country in 1815.
- ✦ In 1882 the first permanent Post Office was established in Colombo.
- ✦ The Sri Lanka's first postal stamp was issued on 1 April 1857.
- ✦ Sri Lanka Post Joined Universal Postal Union (UPU) on 18 April 1877 and again on 13 July 1949 after Independence.

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## OVERVIEW OF SL POST

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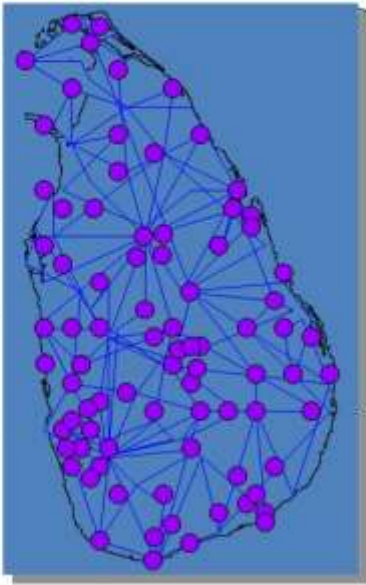
- ✦ Public organization with 100% Government owned.
- ✦ Leading Postal service provider in Sri Lanka
- ✦ 654 Post Offices & , 3410 Sub Post Offices
- ✦ 25,958 employees
- ✦ 30 Trade Unions representing majority of the employees in the Department



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## SL Post Network Expansion

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Main - 654	<p><b>4064 GOV</b></p> <p><b>No. of Postal Outlets</b></p>
Sub - 3,410	
Agency - 524	
Rural Agency - 101	
Estate APO - 04	
<p><b>Total 4693</b></p>	

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## Our Challengers

- ◆ Human Resource Advancement and attitude development.
- ◆ Effective and efficient postal operation which runs up smoothly.
- ◆ Simultaneously moving up with modern technology development in the world.
- ◆ Increased up our revenue and the profit to be stabilized in the competitive market.
- ◆ Build up the employee satisfaction and welfare of the stakeholders.
- ◆ Contribute to develop the welfare of the society.



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## Sustainable Development Strategy

- Human Resource Development
- Development of postal operations
- Technology Development
- Financial Performance
- Welfare and extra activity.
- Social corporate responsibility



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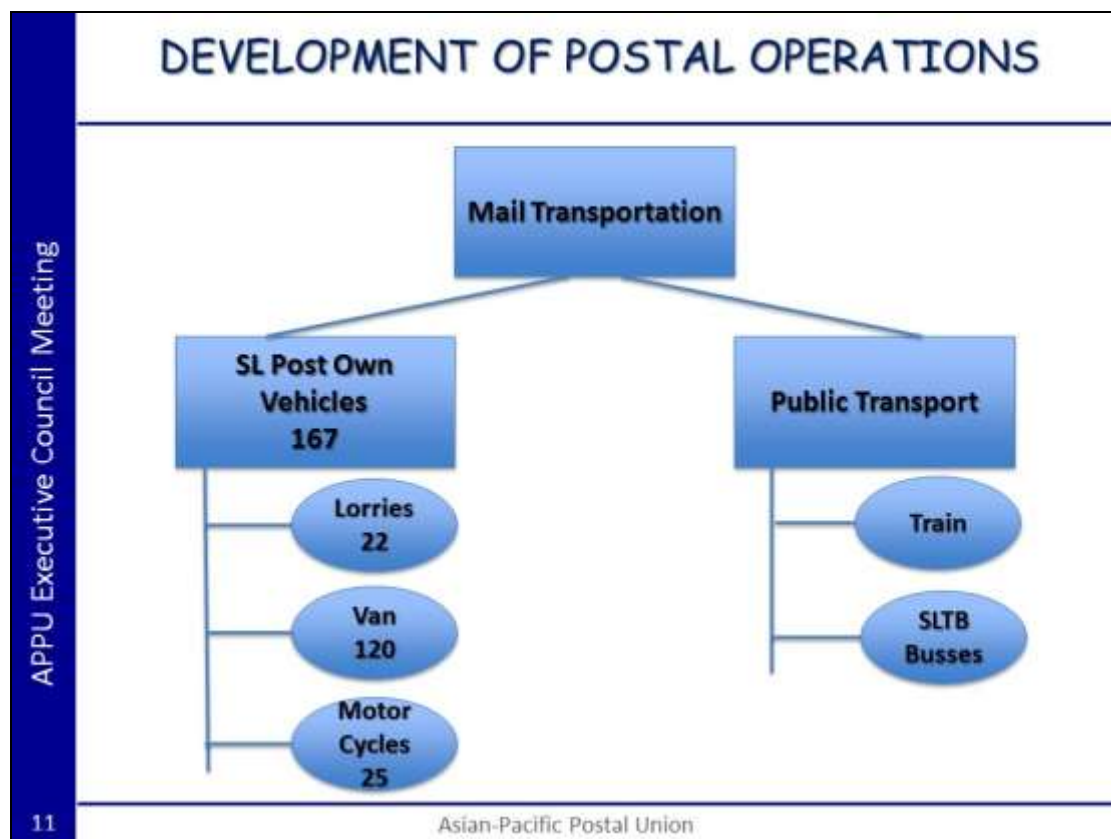
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Human Resource Developments  
Capacity Development Programs - 2015

	Training Programme	No of Programs	No of Participants	Allocation Rs. Mn
1	Conducted by the Postal Management Training College	99	10722	12.0
2	Conducted by the Provincial Level (09)	140	10900	9.0
3	Central Mail Exchange	10	1100	1.0
4	Conducted by the Postal Training College	18	1000	1.0
5	Foreign Training	14	28	3.544
6	Foreign Conference & Seminars	5	10	7.017
7	Postal Management Training College infrastructure Developments			4.0
	Total	286	23,760	37.561

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HUMAN RESOURCE DEVELOPMENTS	
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**INTERNATIONAL MAIL OPERATION PERFORMANCES**

⊕ **MAIL VOLUMES - CATEGORY WISE**

	Sent by			Recived by		
	2014	2015	%	2014	2015	%
Letter	378,501	431,591	14.03	471,634	553,761	17.41
Parcel	7,945	7,855	(1.13)	61,344	63,998	4.33
EMS	58,394	70,217	20.25	156,222	196,432	25.74
Total	444,840	509,663	14.57	689,200	814,191	18.14

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## SERVICE OFFERED BY SL POST

- ⊕ Electronic Money Order Service.
- ⊕ Banking Facility (NSB)
- ⊕ Foreign Remittance (Money Transfer)
- ⊕ Utility Bill Payments (Telephone Bills(SLT , Mobitel), Electricity Bills, Water Bills, Exam Fees)
- ⊕ Postal Insurance (Combined with the Sri Lanka Insurance Corporation & Ceylinco)
- ⊕ International Postal Services (Air Mail, Surface Mail, Sea Mail, EMS)
- ⊕ Domestic Mail Service.





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## OUR PRODUCTS

























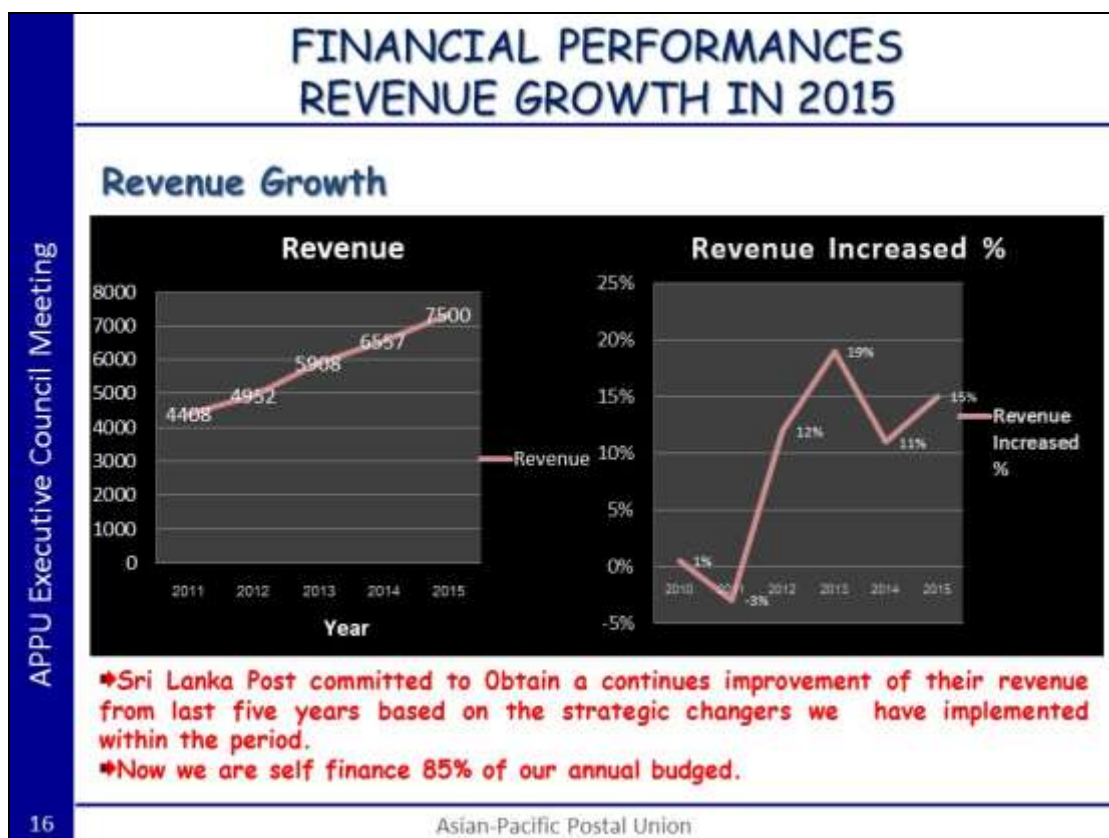
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FINANCIAL PERFORMANCES					
Year	Revenue (Rs.Mn)	Revenue Increased %	Expenditure (Rs. Mn)	Loss/ Profit (Rs. Mn)	Loss/ Profit Difference (Rs. Mn) (Compared to Previous Year)
2010	4,572	0.5	7,333	-2,761	(196)
2011	4,408	-3%	7,749	-3,341	(580)
2012	4,952	12%	8,258	-3,306	35
2013	5,908	19%	8,766	-2,859	447
2014	6,557	11%	9,541	-2,984	(125)
2015	7,500	15%	9,850	-2,350	634

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## TECHNOLOGY DEVELOPMENTS

- **E-pay System**

**Newly Introduced,**

- ✦ Exam fees
- ✦ Ceylinco Third Party Insurance
- ✦ Hybrid Telemail
- ✦ M-Epay System
- ✦ NSB Foreign Money Remittance

**To be introduced (on Going Developments),**

- ✦ Financial Management System (Cash Sheet)
- ✦ E-channeling
- ✦ Postal Tariff Calculator
- ✦ Postal Location Finder
- ✦ Small Packet Transaction Management
- ✦ Local System for International Mail Operations




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## AWARDS WON BY SL POST

### International Awards

- 🌐 Sri Lanka post has won an international award for quality standards for foreign mail receipts and delivery at the AGM of Asia Pacific UPU at Bali, Indonesia in 2010.
- 🌐 International Award (Brussels) - Retail Project Award for e-pay system (Highly Commented) in 2011
- 🌐 International Award (Germany)-Retail Customer Access Award for M e-pay System (Highly Commented) in 2014
- 🌐 Once again we are recognized to win the mBillionth Award 2015.





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## WELFARE AND EXTRA ACTIVITY

- ◆ Sri Lanka Post won the state service forty over (40) cricket tournament during the year 2015/2016.
- ◆ Runner-up the state service volley ball tournament in year 2015.
- ◆ Runner-up in the state service badminton (single) tournament in the year 2015



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## CORPORATE SOCIAL RESPONSIBILITY

- + Government Pension Payments
- + Farmers Pension Payments
- + Public Assistants Monthly Allowance (PAMA) Payments
- + Cancer Patients Monthly Allowance Payment.
- + Collection the contribution for social security fund.

◆ *This Services are provided by a post office free of charge on behalf of the government as a social welfare work. Total value in Rs. 1 Billion (Per Annum).*



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## CORPORATE SOCIAL RESPONSIBILITY

**Activity - Implement campaigns aimed at increasing environmental, corporate and social responsibility.**

- ✦ Introduce & renovate Post Office buildings with Ramped entrance to disable customers
- ✦ Post Offices pay Public Welfare Allowances as a free services given for the public
- ✦ Blood Donation campaign to the Blood Bank of Sri Lanka (SL Post Contributed 2500 liters of blood to the Sri Lankan Blood Bank in 2015)
- ✦ Offering a healthy meal for the Public Assistance Monthly allowance.
- ✦ Special cleaning campaigns from Post Offices to clean the environment to make a pleasant surrounding
- ✦ "Plant a Tree" Campaign at Post Office premises
- ✦ Rs. 90 Million Collected from the employees, was given to president fund to purchase machinery to assist kidney patients In the country.

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## CORPORATE SOCIAL RESPONSIBILITY



Blood Donation campaigns



Ramped access at Post Office entrance



"Plant a Tree" Campaign

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## TRADE UNION ACTIVITIES

- Membership top to bottom giving equal opportunities to all
- Value the service of members
- Employees representation in Management discussions
- Welfare & Insurance system
- Festival advance for dependants / children
- Higher education opportunities for children
- Death donation
- Training Opportunities (Domestic and Overseas)

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## LOOKING AHEAD

- ♦ Stakeholder Integration
- ♦ Island wide marketing program to promote our services, lead path to achieve over all revenue increase of 51 % comparing to 2012/13
- ♦ Mutual Understanding and harmony between the Management and Trade Unions contributes a lot to the revenue increase
- ♦ Participatory approach for the Trade Union Members in Management Decision making process.
- ♦ No Trade Union Strikes for last 3 years
- ♦ The Employees & Trade Unionists are empowered by giving Local Trainings, Foreign Trainings & Study Tours to enhance their capacity



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**Thank You  
for your attention!**

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# New Zealand Post Group



Sustainable Development Working Group

19 May 2016

Lindsay Welsh, International Relations and Policy Director

## New Zealand Post Group

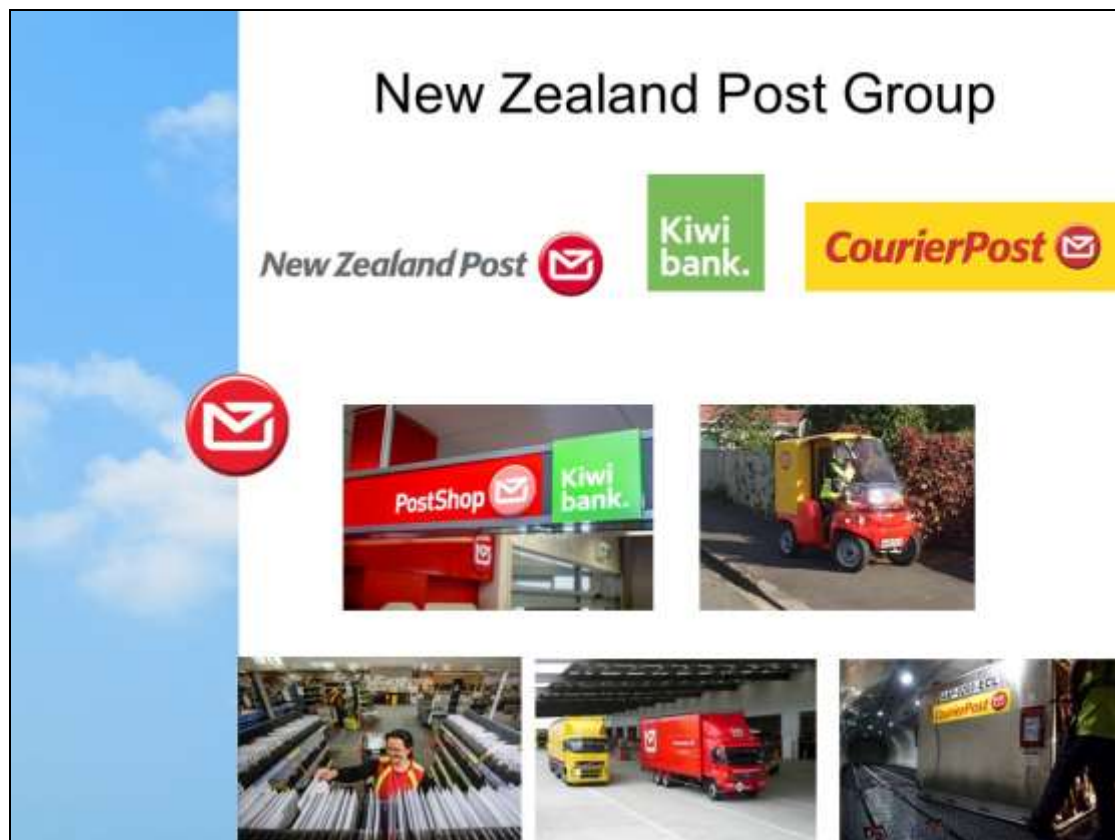
*New Zealand Post* 

**Kiwi  
bank.**

***CourierPost*** 








## Sustainability work programme

We're committed to a sustainable future for our people, customers, communities, businesses and shareholders. Here's how we're doing it.

THE 6 CAPITALS	Our Environment	Our Expertise	Our Finances	Our Relationships Customer Community	Our People	Our Networks
GOALS	<ul style="list-style-type: none"> <li>Minimise our carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>Build an innovation pathway from idea to market</li> </ul>	<ul style="list-style-type: none"> <li>Embed social and environmental criteria into our procurement processes</li> </ul>	<ul style="list-style-type: none"> <li>Deliver sustainable products and services for our customers</li> </ul>	<ul style="list-style-type: none"> <li>Work with our communities to create greater resilience</li> </ul>	<ul style="list-style-type: none"> <li>Drive efficiency in the network by minimising our carbon footprint</li> </ul>
PRIORITIES	<ul style="list-style-type: none"> <li>Fuel efficiency and alternative transport</li> <li>The fleet</li> <li>Accident prevention</li> <li>Waste and energy management</li> </ul>	<ul style="list-style-type: none"> <li>Design end-to-end process from idea to market</li> <li>Run 2-day trial - stage 01</li> <li>Engage further stages once ideas and people evaluated - stages 02-03</li> </ul>	<ul style="list-style-type: none"> <li>Embed supplier code of conduct into our supply chain</li> <li>Engage with key suppliers on joint sustainability opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Customers understand our point of difference when it comes to sustainability</li> <li>Link our sustainability attributes to our brand</li> <li>Have a 100% L&amp;L ad that talks to our sustainability</li> <li>Understand our customers' future sustainability needs</li> </ul>	<ul style="list-style-type: none"> <li>Increase staff volunteering</li> <li>Roll out our work place to support embedding our Code</li> </ul>	<ul style="list-style-type: none"> <li>Drive efficiency in the network by minimising our carbon footprint</li> </ul>
TARGETS JUNE 2014 - JUNE 2015 - 50% reduction	<ul style="list-style-type: none"> <li>1440 emissions, Jun 2015 target</li> <li>Delivery targets</li> <li>Letter - no more than 10% increase per item</li> <li>Parcel - 10% decrease per item</li> <li>Business targets</li> <li>100% - 10% reduction per \$ revenue</li> <li>100% - 10% reduction per \$ revenue</li> </ul>	<ul style="list-style-type: none"> <li>20 people trained in early innovation technology</li> <li>Process that support innovation pathway in place</li> <li>Up to 10 ideas developed</li> </ul>	<ul style="list-style-type: none"> <li>100% of suppliers notified of code of conduct</li> <li>Identify two opportunities to collaborate with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Mailhouse operations gain Environmental Management certification</li> <li>New Zealand Post Group recognised as a sustainable brand in the Better Business Research by Global Vantage - Nov 2013 target</li> </ul>	<ul style="list-style-type: none"> <li>10% of our people use their volunteer time Jun 2015 target</li> <li>Employee engagement sustainability questions 100% remain steady</li> </ul>	<ul style="list-style-type: none"> <li>Drive efficiency in the network by minimising our carbon footprint</li> </ul>
ENABLERS	<b>Reporting and communications</b> <ul style="list-style-type: none"> <li>Embed eCo-framework and thinking</li> <li>Internal and external communications</li> <li>External audit and certification eg. TradeMark, ISO, CSMA, etc.</li> </ul>		<b>Sustainability Governance</b> <ul style="list-style-type: none"> <li>Sustainability governance group meetings (2 a year)</li> <li>Environmental management group meetings (4 a year)</li> </ul>			

## Our Focus Areas

- Electric Vehicles
- Uniform Reuse
- Growing Social Enterprise
- Recycling our Packaging
- Supporting our Communities
- Working with our Supply Chain





## Our Focus Areas

- Electric Vehicles
- Uniform Reuse
- Growing Social Enterprise
- Recycling our Packaging
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## Our Focus Areas

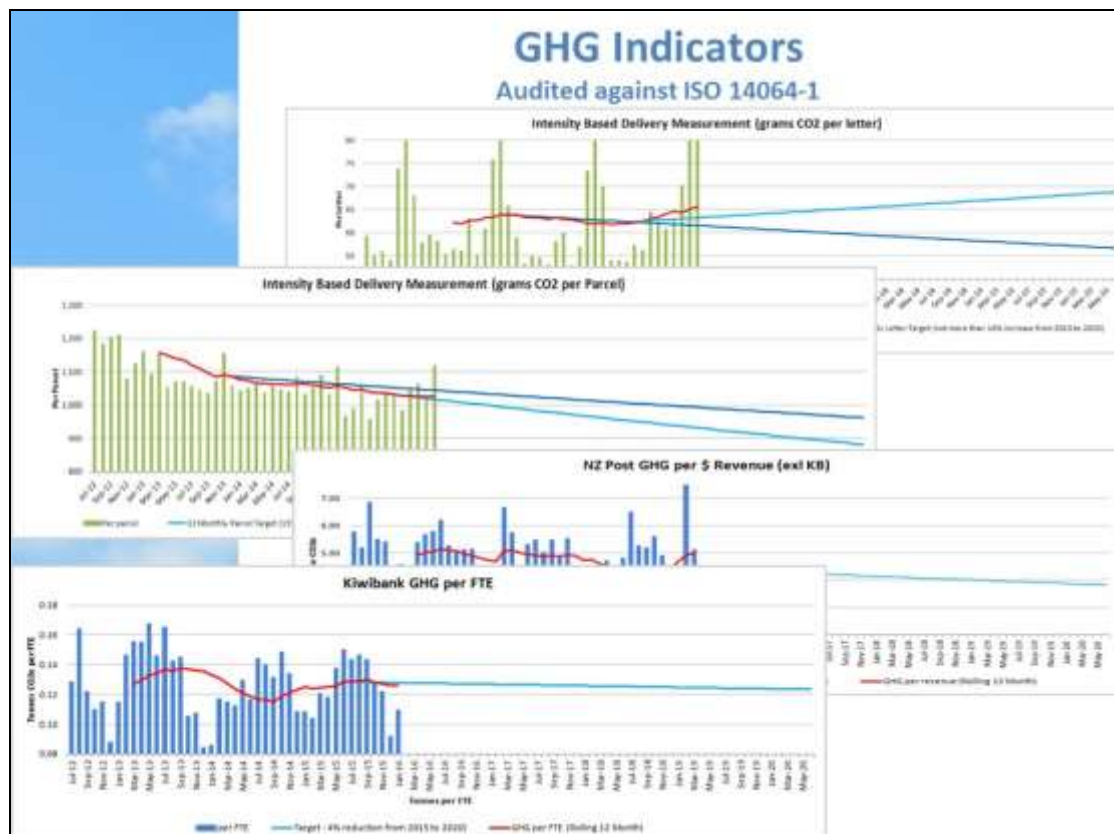
- Electric Vehicles
- Uniform Reuse
- Growing Social Enterprise
- Recycling our Packaging
- Supporting our Communities
- Working with our Supply Chain



## Our Environment









## Speech at the Sustainable Development Working Group

Thank Mr. Chairman for giving China the floor. Thank for the excellent presentations made by Pakistan, Sri Lanka and New Zealand on their experiences in postal sustainable development, we are greatly inspired. If times permits, we would also like to take five minutes here to briefly introduce some new progress that the Chinese government has made on its sustainable endeavor in the postal sector since 2015, so that to exchange information and best practices in this area with the other member countries.

In China where the resources are increasingly limited and the carbon emissions from the postal sector continue to grow, the Chinese government has provided unprecedented policy support to facilitate low-carbon postal development in a faster way.

At the end of 2015, the State Post Bureau of China carried out the Study on the Application of Environmental Technologies in the Postal Sector and drafted the ***Guiding Opinions on Promoting the Application of Environmental Technologies in the Postal Sector***, with two highlights from the latter: **first**, set the overall goal of achieving more efficient energy and resource use by the postal sector and effective control over greenhouse gas emissions by 2020; **second**, identify such four key areas as structural emission reduction in transportation organization and equipment, use of green and low-carbon packing materials by enterprises, energy-saving construction and operation of postal infrastructure, and improvement of energy efficiency through automation and informatization.

The year of 2016 marks the beginning of the “Thirteenth Five-Year Plan” period of the Chinese government. The Thirteenth Five-Year Plan on Postal Sector Development defines the concept of “innovative, balanced, green, open and sharing” development, among which the green part mainly aims to promote the low-carbon development of this sector. The Chinese government will offer policy guidance to support the low-carbon development of enterprises, promote the application of environmental technologies and materials, and reduce energy consumption and emissions in transportation and delivery. The Thirteenth Five-Year Plan on Express Delivery Services also takes “green development project” on board, including activities in standard development, promotion and recycling of environment-friendly packing materials, retrofitting and upgrading of corporate technological equipment, utilization of new-energy vehicles and energy-saving buildings, etc.

These are the update of Chinese government's policy support for green postal development that we would like to share with you today. If you have any questions, you are free to contact with us by emails later. Thank you!