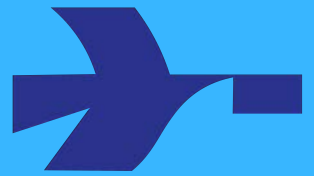


JUNE. 2023 |

NEWSLETTER



Asian-Pacific Postal Union

ASIAN-PACIFIC POSTAL UNION

From Secretary-General's Desk

I hope this message finds you well amidst the rising temperatures that signal the arrival of the hottest season in many parts of our region.

May has been a month brimming with activity and useful engagements. One of the highlights was my participation in CA Session 3 held at the UPU Headquarters in Bern, Switzerland. During CA, I had a fruitful interaction with Mr Masahiko Metoki, the Director General of UPU. The opportunity to connect with colleagues from around the world was truly inspiring, as we collectively fostered collaboration and reinforced the strength of our global network.

Looking ahead, I am excited to attend the Joint WCO-UPU Global Conference in Tokyo, Japan, from June 6 to 8. This presents an opportunity to explore pathways of progress and I expect to bring back valuable insights for our esteemed members.

Regarding the upcoming Executive Council (EC) meeting, we regretfully announce the withdrawal by Nauru Post to be the host for the 2023 EC meeting due to financial constraints. However, the meeting dates remain unchanged (August 14-18). We are actively seeking a volunteer member country to step in as the alternative host. Interested countries are kindly requested to email kwanjai@aappu-bureau.org by June 9 2023. Your swift response would be appreciated as we work together to ensure the success of the EC meeting.



In the light of the recent fire incident at the Manila Central Post Office, causing significant damage to the city's iconic heritage building, I extend my heartfelt support to and solidarity with our friends at the Philippine Post. We are ready to provide any assistance they may need during this challenging time.

In closing, I am delighted to announce the launch of a new column in the Newsletter, featuring member interviews. Kudos to the Maldives Post for being the inaugural member interviewed by the Bureau, sharing their valuable experiences. I encourage more members to participate and contribute, as we believe in the power of shared knowledge and collaboration within the APPU. I also extend my appreciation to Afghan Post and Iran Post for showcasing their remarkable achievements. Together, we ignite a wave of positive change, fostering improvement and innovation within the APPU community.

Wishing you an exhilarating month ahead, filled with fruitful endeavours and inspiring achievements!

Dr. Vinaya Prakash Singh



Dr. Singh and Mr. Metoki Strengthen Ties During CA Session 3

APPU Secretary-General, Dr. VP Singh, and UPU Director General, Mr. Metoki, had a fruitful meeting at the UPU headquarters in Bern, Switzerland on May 9.

They discussed the joint efforts of the APPU and UPU in tackling the diverse challenges faced by the postal sector. The focus was on optimizing the partnership to effectively address the present-day postal industry challenges while maximizing available opportunities.

The meeting concluded with a commitment to further strengthen the partnership for the benefit of the postal community.

MEETING 2 OF THE APPU/UPU REFORM WORKING GROUP ON MAY 23, 2023

The second meeting of the APPU/UPU Reform Working Group took place on May 23, 2023, from 12:30 to 16:30 pm BKK Time. This crucial gathering was dedicated to reviewing and proposing reforms aimed at enhancing the governance and operations of the APPU.

The meeting, expertly chaired by William Lee of Australia, commenced with a warm welcome to all attendees, followed by a comprehensive presentation of the agenda. Throughout the meeting, several key issues were thoroughly discussed, including a review of governing documentation, developing a future vision for the APPU, addressing outstanding matters, reviewing financial contributions, and identifying areas of focus for the Bangkok cycle.

The meeting served as a productive platform for deliberating on the necessary reforms to strengthen the governance of the APPU. The active participation and insights from all attendees contributed to meaningful progress in our collective efforts to shape a more efficient and effective postal ecosystem.



Upcoming UPU APPU Workshop

JULY 3 TO 7

- OPERATIONAL READINESS FOR E-COMMERCE WORKSHOP



Upcoming APPC Courses/Workshops

JULY 17 TO 4 AUGUST

- EXPRESS MAIL SERVICE (EMS)
- INTERNATIONAL MAIL ACCOUNTING (IMA)

JULY 24 TO 28

- TERMINAL DUES WORKSHOP
- EMS WORKSHOP

APPC Successful Organization of EBT and DFS Courses, with Special Workshops



The APPC has successfully organized two three-week courses on Digital Financial Services, as well as E-commerce Business and Technology, from May 15 to June 2. As part of these courses, two special workshops on Driving Digital Strategy (DDS) and Financial Inclusion and Postal Financial Services (FIPFS) were conducted during the second week, between May 22 to 26.



19 Participants from 12 countries including Bangladesh, Bhutan, China, India, Indonesia, Maldives, Mongolia, Papua New Guinea, Pakistan, Sri Lanka, Thailand, and Vietnam participated in these workshops and courses.



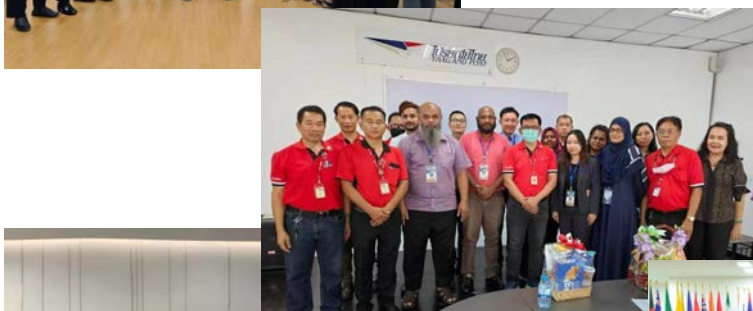
The sessions featured guest speakers from Thailand Post and True Money, who shared their knowledge in person, while experts from Escher and International Post Corporation (IPC) joined virtually. Additionally, visits to Thailand Post Sam Rae Post Office and the Huawei Customer Solution Innovation and Integration Experience Center at Huawei ASEAN Academy showcased innovative technologies and solutions.



The APPC expressed its gratitude to all the partners for their valuable contributions in enriching the learning experience of participants.



Moving forward, the APPC remains committed to creating more opportunities for participants to gain firsthand experience and site visits providing them with practical insights and fostering their growth within the postal sector.



MEMBER INTERVIEW

We are delighted to share the success story of Maldives Post Limited, a true exemplar in improving EMS performance and service quality through their strategic approaches and continuous efforts. In this interview, Adam Mohamed, Managing Director of Maldives Post Limited, shares the organization's successful experiences and provides insights and advice for others aiming to achieve similar achievements.

Q1: What are the key strategies or approaches Maldives Post employed to ensure outstanding EMS performance in the past few years?

A: Our unwavering focus has always been on service excellence, ensuring the provision of top-quality services and delivering an exceptional customer experience is essential. There is pivotal role of training in guaranteeing reliable services, with a dedicated emphasis on regular in-house training and collaboration with external trainers. Maldives Post employees from various departments, including mail operation, customer care, and IT, actively participated in workshops and courses conducted by APPC and online courses available in TRAINPOST. Furthermore, Maldives Post actively engaged in regional monthly meetings conducted by EMS Cooperative, to learn about best practices followed by the partners in the region.

Q2: Were there any particular challenges or obstacles you encountered during the project, and how did you overcome them?

A: Being an island nation, delivery posed an ongoing challenge. In response, Maldives Post prioritized the enhancement of our domestic network to boost operational efficiency. We developed a Mail Management System to streamline all services provided by Maldives Post. This project significantly improved the updating of delivery events within the prescribed time, resulting in enhanced EMS performance.

Q3: Can you highlight key factors or best practices that you believe contributed to your success in controlling EMS performance?

A: Building strong relationships with major partners, both inbound and outbound, played a crucial role in Maldives Post's success. By keeping partners in the loop and regularly updating the Operational Guide, effective communications were ensured.

APPU NEWSLETTER



**MALDIVES POST'S
SUCCESSFUL JOURNEY
TO OUTSTANDING EMS
PERFORMANCE**

Q4: How did you measure and track your progress towards meeting the Gold Award criteria?

A: Maldives Post utilized EMS Cooperative's online systems, such as EMS SMART, I-care system, and QCS to measure and track our progress. These systems furnished comprehensive data and analytics, allowing us to assess the performance against predefined benchmarks and criteria.

We hope these valuable insights from Maldives Post Limited provide a deep understanding of Maldives Post's remarkable journey towards EMS excellence. Their unwavering commitment to service quality, employee training, collaboration with partners, and the utilization of advanced monitoring systems have been instrumental in their remarkable achievements.





APPU Bureau

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Afghan Post State Owned Enterprise is committed to playing an active role in improving social services and supporting the public's social affairs. As part of its business plan and sustainable development objectives, Afghan Post aims to provide reliable and regular postal social services that directly benefit society.

In line with this goal, Afghan Post has entered into a bilateral agreement with the Ministry of Foreign Affairs of Afghanistan. Under this agreement, Afghan Post's city post offices will process certificatory documents for the ministry's customers. These documents include birth certificates, marriage certificates, education certificates, health and banking certificates, property certificates, business documents, and translation of I.D cards, among others.

The agreement not only replaces the analogue system with the digitized one but also expedites the processing of the mentioned documents, leading to increased customer satisfaction. Customers can now track and trace the progress of their legal documents through an online network.

Afghan Post remains committed to expanding and improving postal social services, with plans to introduce new services in the future.

Source:



Australia Post RAISES \$100 MILLION THROUGH INAUGURAL SUSTAINABILITY BOND, DRIVING SUSTAINABLE TRANSFORMATION

Australia Post is embarking on an extensive range of initiatives aimed at delivering a sustainable future that benefits all Australians. The organization has successfully raised \$100 million through its inaugural sustainability bond, marking a significant milestone in its commitment to sustainability.

Key initiatives include targeting Net Zero carbon emissions by 2050 and reducing scope 1,2 and 3 emissions by 15% by 2025, based on the FY19 baseline. Australia Post is also focused on sourcing 100% renewable electricity by 2025 and implementing a 100% fully sustainable packaging range aligned with the 2025 National Packaging Targets. The company aims to decrease waste to landfill by 20% by 2025, using FY19 as the baseline.



Australia Post is dedicated to social responsibility and has made commitments through its Reconciliation Action Plan, Accessibility and Inclusion Plan, and safety agenda. Furthermore, the organization plans to spend \$100 million with social enterprises and indigenous suppliers by 2025, further supporting economic growth and inclusion.

The successful inaugural sustainability bond issuance demonstrates Australia Post's commitment to driving positive environmental and social change while setting a solid foundation for a sustainable future.

<https://newsroom.auspost.com.au/australia-posts-inaugural-sustainability-bond-raises-100m>

AFGHAN POST PARTNERS WITH MINISTRY OF FOREIGN AFFAIRS TO ENHANCE SOCIAL SERVICES



Members' News

Iran National Post Utilizes Electric Motorcycles as a Part of its Green Post Approach

Under an agreement signed among IRAN National Post Company, Tehran Municipality and a domestic manufacturer of electric motorcycles, the Iranian Postmen are going to receive around 3,000 electric motorcycles.

In the first phase of the plan, a total of 50 electric motorcycles are assigned to Iran Post.

Gas motorcycles mostly driven by carbureted engines are to blame for 18 percent of air pollution in Tehran. Implementation of a major plan to replace 700 gas motorcycles with the electric ones in the capital city of Tehran is expected to cut carbon emissions by nearly 1.5 million tonnes in the metropolis.



Source: Iran Post

Considering the effects of emissions, harmful gases and pollutants on health, making use of electric motors will not only lead to an increase in mental and physical health of the postmen, but also fuel savings, no noise and preserve the environment.



UPU Opens a New Sub-regional Office at Suva, Fiji

In a welcome development, the UPU opens a new Regional Office at Suva, Fiji, which will become a Postal Development hub for the nine Pacific countries belonging to the UPU family.

The office will support regional Posts in achieving a varied portfolio of quality postal services through joint activities and projects in the areas of eCommerce, Trade Facilitation, Digitalization, Financial Inclusion, provision of social and government services at post offices, and sustainable environmental protection, thereby bringing wider socioeconomic development to the region.

At the inauguration ceremony, the UPU Director General Mr. Metoki thanked the host country for facilitating this critical milestone, which “holds a promise for a brighter future” for the Pacific region and its Posts.



Source: UPU



<https://www.manilatimes.net/2023/05/22/news/phlpost-to-look-for-new-home/1892575>

Fire Ravages Manila Central Post Office, PHLPost Swiftly Restores Mail Operations

In a devastating incident, a fire ravaged the iconic Manila Central Post Office, causing significant damage to the historical landmark, which also houses the Philippine Postal Corporation (PHLPost) headquarters, the country's main mail sorting and distribution operations.

However, the PHLPost spares no time in assembling a dedicated team to swiftly resume mail operations.

Despite the challenges posed by the fire, PHLPost's quick response and resilience ensured that postal services continued without disruption. The PHLPost team's dedication and commitment to serving the public is commendable, as they worked tirelessly to restore normalcy and provide essential mail services to communities across the Philippines.

Their swift action exemplifies PHLPost's unwavering commitment to serving the nation, even in the face of adversity.

MEMBERS' NEWS

Vietnam Post Logistics has launched a specialized Air-Fulfillment service to support companies and businesses in transporting goods to the United States.

With the United States being Vietnam's largest export market, Vietnam Post recognizes the need for a reliable logistics solution to navigate complex regulations and procedures.

Leveraging its extensive transportation network and partnerships with domestic and international airlines, Vietnam Post Logistics offers competitive rates starting from 180,000 VND/kg.

The Air-Fulfillment service ensures fast transit times and optimal delivery options, with goods collected from nationwide locations and processed at fulfillment warehouses in Hanoi, Da Nang, and Ho Chi Minh City before being shipped to airports in the USA.

Vietnam Post Expands Logistics Solutions to the USA



<http://www.vnpost.vn/en-us/bai-viet/chi-tiet/id/97452/key/vietnam-post-provide-logistics-solution-to-the-usa?fbclid=IwAR0GOsEF0B3sUGqWSHrgauU-0qttBmfgUeLwWe4yrZMpvQwE8wW0xrfYrsc&mibextid=Zxz2cZ>

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