

EXECUTIVE COUNCIL 2023

Summary Report of APP General Assembly 2023

Opening

The Asia Pacific Post Cooperative (APP) General Assembly meeting was held on the 16th August 2023 in Bangkok and also via Zoom. At the time of roll call, it was attended by representatives from 18 APP member Posts namely from Australia, Brunei, China, Hong Kong, India, Indonesia, Japan, Korea (participating online), Laos, Macau, Malaysia, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Thailand Post and Vietnam.

Agenda

1. Welcome Members and Roll Call
2. Confirmation of APP GA 2022 Minutes
3. Confirmation of the Agenda for 2023 General Assembly
4. Election of 4 CMB Members
5. Cooperative Operating Challenges – Reform and Status Update
6. 2023 BAU Overview and 2023 APP Project Updates
7. 2023-24 APP Business Plan
8. Amendment of APP Statutes to allow office location movement
9. Finance Update
10. Meeting Close

Election of APP CMB Members

There were 5 nominations received by the deadline 1st August 2023 applied for 4 outgoing CMB members. They were China Post, Hong Kong Post, India Post and Pos Malaysia. The additional nomination was received by Pos Indonesia.

India Post withdrew from the election during pour meeting and therefore the General Assembly confirm that there was no necessity to proceed with an election and that according to the rules contain within the Cooperative statutes, the remaining four candidates namely, China Post, Hong Kong Post, Pos Indonesia and Pos Malaysia. were duly elected to serve on the CMB for a 2-year period.

Reform and Status Update

An update on the current reform working group timelines was given to the GA. Several questions were raised and answered. The General Assembly noted the timelines suggested for the work to rationalise the Cooperative.

GA noted that the cmb and office of the Cooperative are committed to working in collaboration with the APPU, APPC, UPU and other agencies to contribute to the success of this plan.

2023 APP Business As Usual Activities and 2023 Project Updates

The evolution of projects from the last GA includes the following:

	2022	2023
1	Product Foundation Research APP is launching a wide-ranging research project, designed to ensure APP Product is built for success.	Moved forward as part of the of the Asia Pacific Gateway project. Structure confirmed.

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		New survey to be released by end of November 2023.
2	Quality A renewed audit and certification process, coupled with Quarterly Quality Review Board meetings and refreshed qualitative reporting.	First Quarterly Review Board to be held in October 2023, new audit & certification process under the SSA project that is elaborated on later in this summary.
3	Project TrackIt! Our Common Fund project aimed at improving data quality by removing the barrier to entry in terms of tracking data.	The TrackIt! project is underway with some minor delays. With a more detailed update found in Doc 7.2.
4	Exploratory Commercial Cooperation – Direct Entry A new commercial cooperation project, aimed at creating a multi-member joint venture which will utilise the strength of our networks for inbound and outbound growth.	After the first workshop held with Thailand Post, Malaysia Post, Indonesia Post, the learnings and insights shared has been implemented into the project plan for Asia Gateway instead; rolling out in a phased approach – first portion being CPA that is elaborated on later in this summary.
5	Sustainability Our flagship sustainability forum is designed to foster cooperation, form joint commitments, help solve organisational problems and capitalise on the opportunities presented regarding ESR & CSR in our sector and across our region.	Whilst important, the uptake on this project was low and faced with other strategic priorities, alternative provision being available to members, the decision was taken to close the project until some future date.

The Cooperative has delivered the following works since the last General Assembly:

- Advanced Cooperative strategy, mission and business plan
- QSF project pilot solutions
- ePacket improvements towards sustainability
- Phase 1 website redesign
- Launching XBR for duties, taxes and compliance
- Introduced APP Connect for innovation access and revenue

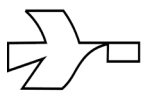
GA noted the works done and to be taken forward.

GA further reached consensus that works were to be continued and taken forward.

QSF Project TrackIt

The Office gave an update on the status of the QSF TrackIt project, which is being project managed by the Office. TrackIt is designed to give posts a capability to track, with the expectation that tracked will become a mandatory UPU product.

General Assembly noted the good progress of the project.



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Forums

Pacific Island Postal Forum (PIPF)

The Office gave an overview and update on the Pacific Islands Postal Forum (PIPF). The forum was designed to give members from the SIDs in the Pacific, more target support from the cooperative.

The office extended an invitation to all those posts who are eligible to join to get involved and GA noted the important work that has been achieved on this project.

Next steps for this forum will include holding the first physical meeting of the PIPF, continue discussions on the Pacific Islands ePacket concept and the localised hub concept.

West & North Asian Postal Forum (WNAPF)

An overview of the intended West & North Asian Postal Forum was received by the GA. The GA noted that initial works had begun and agreed that this was important work to expand the voice of the targeted members.

The Cooperative has reached out to member posts to gauge interest in taking part. Initial positive responses were received. The purpose of the West and North Asian Postal Forum is to increase the voice of the West and North Asian Posts in the Cooperative using the following basic terms of reference.

Next steps for this forum include completing the postponed outreach visits to the relevant posts, elect a Chair for the initial term and agree on the work scheme.

ePacket Activities

A report was received on received for completed activities including the ePacket program, which included the activities progresses in the period 2022-23.

GA noted that work needed to be done to ensure the long-term survival of the product in the face of a potential mandatory tracked product.

It was further noted that the office will work to improve the reporting functionality within ePacket.

GA also noted that work to collaboratively engage members on the topic of quality improvement is underway with the first quarterly review scheduled for October of this year.

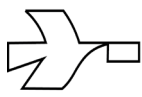
Upcoming Initiatives

The mandate for the reform task force includes the following key areas of reform:

1. Restructuring governance
2. Financial self-sustainability
3. Two-Tier pricing system
4. Strengthening multilateral agreements

APP Cross Border Tool (XBR)

GA was given an overview of an important new product launched by the Cooperative, XBR. Designed to help members to address the challenge of managing the impact of ICS2, Stop act and other cross border challenges, regardless of the member's size and ability.



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GA asked questions on the implementation of the product, and its application. GA commended the Cooperative on its work towards achieving this product launch. GA noted that ICS2 training and a webinar on the use of XBR are due to be released in Q3 2023.

APP Connect Programme

The Office announced the creation of APP Connect (previously known as the partnership program).

Which is designed to positively impact the relationship between Posts and suppliers of all types.

GA noted that the program will give access to non-postal companies, other posts and NGOs.

GA further noted the positive impact that this program has had on the cooperative budget, delivering approximately \$275,000 of additional funding or resource to the Cooperative in the period 2022-23.

Website Redesign

The Cooperative office announced the launch of its redesigned website Phase 1.

The office explained the new functionalities which will be released in phase two, these will include recruitment, tender and learning portals designed to greatly enhance the website. A more comprehensive site with features such as a knowledge library for members to access important documents such as white papers, guides and a news & events section that will be consistently updated with member news is now available for members' usage.

GA noted and acknowledged the good work achieved on this and the improvements.

2023-24 APP Business Plan

A business plan for 2023-2024 was presented. Leveraging the membership's collective infrastructure and expertise, the business plan has been strategised to allow member posts to compete in the rapidly growing ecommerce industry through the creation of Asia Pacific Gateway.

Key initiatives involve optimising networks, implementing technical solutions, and fostering cooperation, with a phased approach to enable member participation based on capabilities.

The Asia Pacific Gateway project includes 5 key parts:

- 1) APP CPA (Competitive Pricing Agreement): Members to offer each other their best domestic delivery rates, stimulating growth and competitiveness within the network.
- 2) APP IDN (Integrated Delivery Network): Interconnected delivery points expanding the network's reach by interconnecting pick-up and delivery points.

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- 3) APP HAN (Hub & Airfreight Network): Regional hubs & airfreight capacity to meet growing demand, improve service quality & competitiveness.
- 4) APP UPS (Unified Product Strategy): Simplifies and enhances the set of international shipping products, streamlining operations & improving customer experience
- 5) APP SSA (Service Standards Agreement): Unified service standards unified standards for delivery times, package tracking, customer service, quality control resulting in service excellence and customer loyalty.

A phased approach will be taken and is designed to positive member posts through enabling members to take part in the elements of the initiative that they are willing and able to. All of the project phases will be supported by technical products and collaboration.

GA reached consensus for the Cooperative to move forward with the business plan.

GA noted that prioritisation of works will be set by the CMB in the coming days and communicated via the usual channels.

GA commented positively on the efforts of the Cooperative to drive forward regional cooperation for the betterment of all posts.

Amendment of APP Statutes for office location movement

GA was asked to consider an amendment to the statutes of the cooperative to allow for more flexibility in choosing the location of the office.

Revisions were made to the suggested amendments during the course of the GA.

GA reached consensus on the revision to article 2 and article 7 in the Cooperative's Statutes.

2022/2023 Budget Overview and Financial Report

GA was informed that the Finances of the cooperative remain in good order and are expected to be enhanced with the introduction of both the connect and XBR programs. In 2023.

Ga was further informed that the Budget has been positively impacted by the work the office has done to find sponsorship for the redevelopment of the Cooperatives websites.

Due to this and the challenges around staffing, the budget has been underutilised in the period 2022-23. This is not expected to continue as we move to a new form of BAU.

GA was also informed that the reserve fund of the Cooperative remains untouched despite a resolution from the 2022 GA to allow a draw down on funds.

The GA was asked to consider and has reached consensus on drawing forward the \$256,728 surplus from 2023's budget to be used in 2024 for projects uncompleted in 2024.

Close of meeting

In closing, the MD appeals to members to engage with the projects and the CMB Chair thanked members and the team for their support over the past 12 months.

GA was closed with thanks and applause.

The meeting closed at 5:25 PM Bangkok time.