

**EXECUTIVE COUNCIL 2024**

**REPORT ON THE ACTIVITIES OF THE UNION  
(Report by the APPU Bureau)**

1. Subject	Paragraphs
Informing EC of: - the activities of the Union for 2023 and 2024	§ 1-6
<b>2. Decisions expected</b> The EC is invited to: - <b>note</b> the activities of the Union for 2023 and 2024	§ 1-6

**Introduction**

The following report covers activities of the Asian-Pacific Postal Union from the last Executive Council- August 2023 to July 2024 for the three sections: Administrative Section, Training Section/ Asian-Pacific Postal College (APPC), and Consultancy Section. In line with the broad classification under the Key Focus Areas planned for the Union, the report has been divided into 5 parts:

1. Activities of the Administrative Section
2. Activities of the Training Section
3. Activities of the Consultancy Section
4. Activities for the Promotion of Business through Posts
5. Activities for the strengthening of the APPU Bureau

Also, the final section of the report provides the details of the projects undertaken by/ supported by the APPU team.

**1. Activities of the Administrative Section**

1.1 UPU activities: The Secretary-General represented the Union in the UPU Extraordinary Congress in Riyadh as well as the S4 and S5 sessions of the Postal Operations Council and the Council of Administration meetings of the UPU. During the Riyadh Congress, the Secretary-General presented the regional position of the Asia-Pacific on the important topic of the opening up of the UPU to wider postal sector players. On the sidelines of the Congress, Council sessions, and at the meetings of the APPU in Bangkok, discussions were held with the management of the UPU on the possibilities of further collaboration in the future. Several rounds of meetings were also held with the representatives of various Units and Directorates of the International Bureau of the UPU.

1.2 Member country engagements: One-to-one meetings were held with the management of the APPU member countries in the APPU Bureau, online as well as on the sidelines of the various activities of the Union. These discussions focused on areas of cooperation and collaboration.

1.3 Meeting with Restricted Unions: The Union was represented in the meetings of the Restricted Unions during the Council sessions of the UPU. During the S5 session, a presentation was made on various aspects of collaboration in the Dubai Postal Strategy. Separate one-to-one engagements were made with various Restricted Unions of the UPU and the APPU was represented in various activities of these Unions. An agreement of cooperation was signed with the Postal Union of the Americas, Spain, and Portugal (PUASP) on the exchange of information, resources, and best practices. Efforts are underway to enter into similar cooperation agreements with other Restricted Unions.

1.4 International Organizations: One-to-one meetings were held with the regional organizations of various specialized agencies of the United Nations including the International Telecommunications Union and the World Customs Organization. Multiple meetings were held with the bodies of the UN including the UNESCAP and UNDP on potential areas of cooperation in the region. Various meetings of these UN bodies were also attended.

## 2. Activities of the Training Section

2.1 The physical participation in the training activities of the Union showed signs of returning to normalcy after the pandemic, during the year 2023. While most of the training programs were physical in nature, a couple of online courses and workshops were retained to reach wider participation and ensure the robustness of the online training system.

2.2 At the end of the year 2023, the College successfully completed 2 online courses, 14 physical courses, 1 online workshop, 11 physical workshops, 3 special physical workshops, and 1 external training program. Details of the programs are as follows:

### Online Courses

No.	Workshops	Period (2023)
1.	Strategy Formulation & Execution (SFE)	17 - 28 April
2.	Transformation of Postal Organization (TPO)	17 - 28 April

### Physical Courses

No.	Courses	Period (2023)
1.	Advanced Business Management (ABM)	30 Jan – 17 Feb
2.	Service Quality Management (SQM)	30 Jan – 17 Feb
3.	Parcel and Logistics Management (PLM)	6 Mar – 31 Mar
4.	Human Resource Management (HRM)	6 Mar – 31 Mar

No.	Courses	Period (2023)
5.	E-Business and Technology (EBT)	15 May – 2 Jun
6.	Digital Financial Services (DFS)	15 May – 2 Jun
7.	Postal Business Development (PBD)	19 Jun – 7 Jul
8.	E-Commerce Solutions and Supply Chain Management (ESC)	19 Jun – 7 Jul
9.	Express Mail Service (EMS)	17 Jul – 4 Aug
10.	International Mail Accounting (IMA)	17 Jul – 4 Aug
11.	Marketing and Innovation for Posts (MIP)	18 Sep – 13 Oct
12.	Postal Management (PMC)	18 Sep – 27 Oct
13.	International Postal Service (IPS)	13 Nov – 8 Dec
14.	Operation Management (OMC)	13 Nov – 8 Dec

### Online Workshop

No.	Workshop	Period (2022)
1.	Corporate Level Strategy (CLS)	24 Apr – 28 Apr

### Physical Workshops

No.	Workshops	Period (2023)
1.	Last Mile Delivery and Fulfilment (LMDF)	13 Mar – 17 Mar
2.	Strategic Human Resource Management (SHRM)	13 Mar – 17 Mar
3.	Driving Digital Strategy (DDS)	22 May – 26 May
4.	Financial Inclusion and Postal Financial Services (FPFS)	22 May – 26 May
5.	Business Planning	26 Jun – 30 Jun
6.	Supply Chain Management (SCM)	26 Jun – 30 Jun
7.	EMS Quality and Performance Improvement (EQPI)	24 Jul – 28 Jul
8.	Terminal Dues (TD)	24 Jul – 28 Jul
9.	Business Repositioning in Uncertain Times (BRUT)	25 Sep – 29 Sep
10.	Leadership and Innovation Management (LIM)	25 Sep – 29 Sep
11.	Operations Management (OM)	27 Nov – 1 Dec
12.	IPS and IPS.Post (IPS)	27 Nov – 1 Dec

### Special Physical Workshops

No.	Workshops	Period (2023)
1.	UPU Regional Project on “Operational Efficiency and E-Commerce Development (ORE 3) – 2 <sup>nd</sup> Workshop for Asia	3 Jul – 7 Jul
2.	UPU Regional Project on “Operational Efficiency and E-Commerce Development (ORE 3) – IT System and Tools Workshop for Asia	27 Nov – 1 Dec
3.	UNI Apro/ APPU Joint Seminar 2023 in Bangkok	11 Dec – 13 Dec

### External Training Program

No.	Program	Period (2023)
1.	Marketing and Innovation for Posts (MIP)	5 Jun – 9 Jun

- 2.3 In total, there were 67 weeks of training activities in the College in 2023 which was attended by 173 participants. The total participation in the External Training Programs was 22 participants and 88 participants became part of the workshops and seminars. In total, the Bureau organized/ hosted capacity-building activities for 283 participants in 2023.
- 2.4 In 2024, the College is conducting 16 courses including 2 online courses and 2 intensive courses, and 15 workshops including 3 special workshops. In 2024, two one-week intensive courses have already been organized at the College- on International Mail Accounting and on EMS. These courses were designed to improve the understanding of the participants who could not be present for longer-duration courses. Further, three special workshops are also organized- on Sustainable Development in the Postal Sector, Integrated Index for Postal Development, and on Postal Regulations.
- 2.5 In 2024, the College also organized dedicated Capacity Building Programs in the member countries with the support of the India Fund at the UPU. A program on “Marketing, Innovation and Operational Excellence” was organized for Lao Post at Vientiane which was attended by 30 participants. Another program is planned for Bhutan in September 2024. The Bureau is working closely with the other member countries in the development of similar dedicated Capacity Building Programs.
- 2.6 Efforts were made to improve the infrastructure at the College. A new Smart Classroom budgeted at USD 30,000 is being established in the College with the support of the India Fund. This will help make the training programs of the college reach a wider audience in the member countries.

- 2.7 An agreement of cooperation was entered into between the Shijiazhuang Posts and Telecommunications Technical College of China and the APPC on the exchange of experts, participants, and information. Efforts are underway to get into similar agreements with the postal capacity-building institutions of the APPU member countries.
- 2.8 Alumni Network: The training section has also initiated works towards the establishment of an alumni network of the APPC. Questionnaires are being sent in phased manners to all the participants of the past activities of the college.

### 3. Activities of the Consultancy Section

- 3.1 **Member Country Support and Consultancy activities:** The Consultancy Section made efforts to address the specific needs of member countries in the form of expert advice which were majorly around regulatory information, business development, and repositioning of post offices in countries. Further, talks are progressing and the Section is open to assisting countries in providing dedicated consultancy services using internal as well as external resources.
- 3.2 **Regional Technical Support:** The Consultancy Section actively promoted and supported UPU PTC's technical solutions within the region. The Consultants participated in multiple PTC project-related training sessions, ensuring a thorough understanding and promotion of these solutions. During the APPC regular training courses, topics such as data integrity and compliance with standards are incorporated as part of the curriculum to ensure that participating DOs have a comprehensive understanding of the latest technical standards.
- 3.3 **Capacity Building:** The Consultancy Section took part in all the Courses of the Asian-Pacific Postal College in the period providing training assistance to the Training Section/ the APPC. In the last 18 months, the Consultants led 4 Courses as Course Director and coordinated/led 7 workshops at the College.
- 3.4 **Information Dissemination:** The Consultancy Section takes the lead in publishing the monthly APPU Newsletter which is a major APPU publication informing all the activities of the Union as well as the postal sector in the region to our members and other stakeholders.
- 3.5 **Knowledge Centre:** The Consultancy Section has initiated a "Knowledge Centre" in APPU to collate the best practices in the postal sector. This is now available on the APPU website and strives to serve as a single point of information for the best practices in the sector.
- 3.6 **Working Groups:** The Consultancy Section assisted all the Working Groups of the Union in their activities including preparation of meeting documents, developing surveys, coordinating with members and non-members, and providing secretarial assistance.

#### 4. Activities for the promotion of Business through Posts

- 4.1 **Postal Business Forum:** APPU organized the 10<sup>th</sup> edition of the APPU Postal Business Forum from 20-22 November 2023 in Bangkok, Thailand. The theme of the Forum was “Innovating with Digital Transformation to Build Resilience”. The Forum was attended by around 120 participants from 25 operators, 15 wider postal sector players, and 10 start-ups.
- 4.2 **CEOs Forum:** The APPU organized the first edition of the Postal CEOs Forum coinciding with the Postal Business Forum. The Forum was attended by around 15 CEOs/ postal leaders from in and around the region. The Forum discussed the strategies for business development adopted by the various postal operators, innovation in the sector, and the best Human Resource practices and policies. The CEOs Forum has now become an integral part of the Postal Business Forum.
- 4.3 **Start-up Forum:** In a unique initiative, the Union organized the inaugural edition of the Postal Start-up Forum to promote the start-ups working in the postal sector. The event aimed at connecting the start-ups with the postal operators in the region. More than 10 start-ups participated in the event.
- 4.4 **Postal Technology and Innovation Showcase:** APPU Postal Technology and Innovation Showcase remained a unique initiative in the region in connecting Posts to the industry players and creating a common platform to discuss the latest technologies, innovation, strategies, and sustainability initiatives in the postal sector. Two showcases were organized online in April and June 2024 and both the editions were attended by around 150 participants each from around 30 postal operators in the region.

#### 5. Activities for strengthening the APPU Bureau

- 5.1 **Database of experts:** The Bureau has initiated the process of creating a database of experts from the member countries and beyond to be involved in the various activities of the Union including training and capacity-building activities. In 2023, 30 experts were involved in the training programs of the Union.
- 5.2 **Annual Staff Performance Evaluation:** Annual staff performance evaluation has been put in place starting from 2023. The evaluation will be used as a tool for any incentives and benefits for the staff members.
- 5.3 **Collaboration with stakeholders:** The Bureau has streamlined the process of engagement with external stakeholders including the wider postal sector players, postal organizations, academia, experts, and other international organizations. Efforts are made in place for more stronger collaborations in the future.

## 6. Project Activities

- 6.1 **Postal Regulatory Reforms project:** This joint project of the UPU and APPU aims to assist the ministries, regulators, and operators in the region in updating their postal acts, regulations, and policies. In the initial stage, data is being collated regarding the current postal regulations in the member countries. Thereafter, a workshop will be held in 2024 to learn more about the postal regulations and to facilitate exchange of information. The project is supported by a budgetary allocation of CHF 50,000 from the China Special Fund at the UPU.
- 6.2 **LDC Special QSF Common Fund Project:** The APPU Bureau is the Project Management Office of the first-ever UPU LDC Special Account QSF Common Fund Project titled “Capacity Building for Mail Quality Improvement of LDCs- Asia-Pacific Region”. With a total budget of USD 500,000, this project is designed to assist the posts in capacity building for mail quality improvement. 11 countries from the region are part of the project.
- 6.3 **Supporting the UPU projects:** The APPU Bureau supports the UPU in the implementation of various UPU projects in the region. In the last year, the section assisted the UPU in the project of Governmental and Citizen Services in the Asia-Pacific region, ORE- on-site Process Review of the Designated Operators and in Security Certification. Experts from the Bureau visited 8 APPU member countries as a part of these projects in 10 different missions.
- 6.4 **Sustainability Initiatives:** Sustainable Development of Postal Services is given priority by the Union and the Bureau plays a major role in sensitizing Posts in the region about Sustainable Development in the Sector and the role of Posts in achieving the UN Sustainable Development Goals. In June 2024, a dedicated workshop was organized to learn more about sustainability initiatives and to collate the best practices from Posts in the region and beyond. The Bureau is moving forward with a project to integrate the postal sector in the region closer to sustainable postal practices.