

Summary Report of APP General Assembly 2024

Opening

The Asia Pacific Post Cooperative (APP) General Assembly meeting was held on the 14th August 2024 in Siem Reap, Cambodia, also via Zoom. At the time of roll call, it was attended by representatives from 21 APP member Posts namely from Australia, Bhutan, Brunei, Cambodia, China, Fiji, Hong Kong, India, Indonesia, Japan, Korea (participating online), Laos, Macau, Malaysia, Maldives, Mongolia, New Zealand, Singapore, Sri Lanka, Thailand Post and Vietnam.

Agenda

1. Welcome Members and Roll Call
2. Confirmation of APP GA 2023 Minutes
3. Confirmation of the Agenda for 2024 General Assembly
4. Election of 3 CMB Members
5. Cooperative Operating Challenges – Reform and Status Update
6. APP ePacket 2023 and 2024 6-month Performance Report and Activities
7. APP Contact Strategy
8. Project Updates
9. APP Finances
10. APP 2024/25 Plans
11. 2025 Budget
12. Meeting Close

Election of APP CMB Members

There were 3 nominations received by the deadline 7th August 2024 applied for 3 outgoing CMB members. They were Japan Post, Korea Post and Singapore Post. In line with APP statutes the 3 nominations were elected to serve on the CMB for 2 years, by a show of hands.

Reform and Status Update

A verbal update was given on the current reform working group timelines was given to the GA. The General Assembly noted the status of reform.

GA noted that the CMB and Office of the Cooperative are committed to working in collaboration with the “Reform Working Group”, APPU, APPC, UPU and other agencies to contribute to the success of this plan.

APP ePacket Performance Report 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, pay for performance and APP Start the Clock tracking. Some questions were received and answered.

It was noted that the new reporting improvement will not incur any additional charges to members.

It was noted that there is an ePacket Steering Committee meeting happening end September to focus on the future of the product and the improvements needed, differentiations to be made between APP's product from UPU's mandatory tracked product.

It was noted that there is a request from Australia Post to investigate increasing the weights in ePacket from a 2kg ceiling to a 5kg ceiling.

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.

Activities – APP Contact Strategy

MD shared about the difficulties of engaging members and the urgent need for updated contact information from members. Within the sharing, the office looks at engaging across 3 key methods:

1. 1-on-1 meetings
2. Newsletters
3. Events

Project Updates

The Office gave an update on the 6 key projects that the APP Office has been working on in the last 18 months namely APP Website design, UPU QSF TrackIt project, APP Office relocation, APP XBR, APP HAN and APP CPA.

The APP office highlighted issues with engagement which was adding some complexity to meeting the timelines on each of the projects, the APP office also highlighted its plans to overcome these issues.

General Assembly noted the progress of each project.

Clarifications were requested on the changes made on the website and the expected timeline of the completion of phase 1. The Cooperative office explained the new functionalities that is released in phase 1 including 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. Phase 2 is due to completed with an ePacket Document Centre and contact interface by the end of 2024.

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

APP Finances

A report was received on the existing status of APP's finances with special attention given to outstanding membership fees over the last few years, as well as indicating actions that are planned to discuss payment issues with members.

The office presented a small surplus / underspend in 2023 of \$22,000 and a planned underspend in 2024 of more than \$300k.

Budgets presented in 2023 were conducted on a cash basis, 2024 budgets and accounts will be presented with accrued costs and based on a standard accounting format.

APP Plans 2024/25

The Office gave updates on the expected work in the next 18 months including continued work for APP CPA, APP HAN, APP XBR, UPU QSF Project and new work such as adding on a 5kg option for APP ePacket, the plan for rolling out of the improved reporting for APP ePacket r, the sustainability forum, re-introducing APP Operational Audits and an APP Quality Review Board, with league tables for APP ePacket performance.

Questions were raised about the inclusion of EMS for Operational Audits as it was previously removed due to concerns about duplication and an additional query on why the revised statutes have yet to be distributed.

The APP Office confirmed it would include reviewing EMS operational activity only in cooperation with the EMS Cooperative.

The MD presented the planned resourcing model for the APP office and discussions on the recruitment strategy. The MD appealed to APP members to consider opportunities for seconding staff to the office.

The APP Office would welcome further discussion with the membership on this issue.

2025 Budget

An overview of the proposed budget for 2025 was received. The MD highlighted many uncertainties that existed in trying to set meaningful budgets. He also highlighted that a basic rule would be to cover staff costs with regular income and not to rely on prior years' underspending.

The APP MD also confirmed there were no planned increases in Membership fees for 2025 which was the 8th consecutive year membership fees have been held at the current level.

The APP MD also confirmed that all APP planned spend is agreed in full with the APP CMB and strict payment authority levels were in place.

Close of meeting

In closing, the MD appealed to members to engage with the projects, confirming the APP Office is established by Postal Operators for the benefit of Postal Operators. The APP Office has no independent status, existing to reflect the needs of the APP members and the wider postal industry. TThe CMB Chair thanked the board members and the team for their support over the past 12 months.

GA was closed with thanks and applause.

The meeting closed at 5PM Cambodia time (GMT +7).