



UPU | UNIVERSAL
POSTAL
UNION

**Compendium
of Congress decisions
from 1947 (Paris)
to 2016 (Istanbul)**

Congress resolutions, decisions, recommendations, formal opinions, etc. should be cited as follows:

Decision C 1/Paris 1947

Resolution C 1/Brussels 1952

Recommendation C 1/Ottawa 1957

etc.

Introduction

1 The present Compendium was prepared in application of resolution C 1/Lausanne 1974, which instructed the Director General of the International Bureau to update the Compendium of Congress Decisions after each Congress.

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2 This Compendium consists of the following parts:	
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3 In preparing this publication, the International Bureau took as a basis the decisions other than those amending the Acts which were published as such in the Final Documents of the 1947 Paris, 1952 Brussels, 1957 Ottawa, 1964 Vienna, 1969 Tokyo, 1974 Lausanne, 1979 Rio de Janeiro, 1984 Hamburg, 1989 Washington, 1994 Seoul, 1999 Beijing and 2004 Bucharest Congresses, the 24th Congress held in Geneva, as well as the 2012 Doha and 2016 Istanbul Congresses, excluding those which were no longer valid or of practical use following the 2016 Istanbul Congress. The latter include decisions about the organization of Congress and those by which Congress approved the reports submitted to it. Certain decisions have been retained because of their general nature, even if certain details are no longer relevant.

4 The decision texts are reproduced in conformity with the classification key (see page 5). To facilitate consultation, the decisions have also been listed in the chronological order in which they were adopted (see pages 19 to 32).

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 - 1.2 Postal strategy

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1 General affairs of the Union

Resolution C 44/2004

Extraterritorial offices of exchange (ETOE)s

Congress,

Recognizing

that, for the purpose of this resolution, an extraterritorial office of exchange (ETOE) is defined as an office or facility operated by or in connection with a postal operator outside its national territory, on the territory of another country, and that these offices are established by postal operators for commercial purposes to draw business in markets outside their own national territory,

Noting

that the issue of ETOEs has been extensively studied within the Universal Postal Union in recent years,

Noting further

that, as a result of the discussion on the issue of ETOEs during the 2001 CA session, a provisional measure was adopted as resolution CA 17/2001, which confirmed that the Acts of the Union did not at present contain provisions for settling ETOE-related questions, and which protected the revenues of postal administrations that delivered items dispatched by ETOEs,

Recognizing

that the CA subsequently adopted resolution CA 2/2003 as a provisional measure, until Congress took a decision on ETOEs, whereby any UPU member country seeking to establish an ETOE must obtain the agreement of the host country of the ETOE, according to the host country's legislation,

Recognizing further

that national legislation or policy has thus far been expected to determine whether items dispatched from ETOEs are to be treated as mail under the UPU Acts,

Aware

that the absence of a UPU decision in the matter may cause economic distortions in relations between administrations as regards remuneration of the administration of destination for items sent by ETOEs,

Considering

that the compensation currently received under terminal dues is premised on the mutual exchange of mails in carrying out the universal service obligation, and that this compensation does not necessarily cover the related costs of the delivering administration, particularly in industrialized countries,

Considering further

that this issue will not be equitably resolved in the medium term, to the point where compensation for one-way traffic will be adequate for the delivering administration in all circumstances,

Recognizing

that, according to the DC tariff questionnaire sent out by the Terminal Dues Action Group in 2002, a majority of postal administrations in developing countries report that domestic rates do not cover their costs, meaning that they provide insufficient remuneration compared with terminal dues,

Decides that

- i ETOEs are not in the same situation as postal administrations executing universal service obligations under the UPU Acts;
- ii items sent from ETOEs are considered commercial items not subject to the UPU Acts, unless the destination postal administration has announced a policy agreeing to apply those Acts to the items it receives from ETOEs;
- iii the dispatch of items via an ETOE shall not result in a decrease of the remuneration that the destination postal administration would receive for the delivery of those items (including, where applicable, the payment for the Quality of Service Fund provided for in article 31 of the Convention);
- iv items tendered by ETOEs:
 - a shall be treated according to the national policy of the destination country,
 - b may be treated in accordance with the rates, terms and conditions of acceptance for domestic postal products, or
 - c may be charged terminal dues if the destination postal administration has announced a policy to apply the UPU Acts to items tendered by ETOEs,
- v the commercial customs clearance procedures of the destination country shall apply to items sent from ETOEs, unless the destination postal administration has agreed to apply the UPU Acts;
- vi no documentation provided for under the Acts of the UPU may be used for any purposes relating to items sent from ETOEs to the postal administration of the destination country, including for purposes relating to airlines, to Customs and to other parties, unless the destination postal administration has agreed to apply the UPU Acts,

Further decides

that the agreement of any UPU member country must be obtained, in accordance with its national legislation, by any other countries or operators seeking to establish ETOEs within that country,

Invites

member countries to advise the International Bureau of national legislation or policy that makes the operation of an ETOE on its territory legitimate or authorized,

Instructs

the Postal Operations Council and the International Bureau to adopt procedures enabling the issue and withdrawal of International Mail Processing Centre (IMPC) codes in a manner consistent with the provisions of this resolution, including the requirement for ETOE operators to obtain the agreement of the member country in which they are seeking to establish an ETOE,

Declares

that nothing in this resolution may be construed as requiring an administration to accept items from any ETOEs as mail under the UPU Acts.

(Proposal 048, Committee 3, 4th meeting)

Resolution C 54/2004

Management of the work of the Union – Further reform of the UPU

Congress,

Recalling

the reform and restructuring of the Union and its bodies implemented since the 1989 Washington Congress,

Noting

the mandate given to the High Level Group (HLG) created by the 1999 Beijing Congress to review the UPU mission, its structure, constituency, decision-making, financing and budgetary processes and to make recommendations for any changes to the Council of Administration,

Recognizing with appreciation

the work of the HLG and the subsequent work of the Council of Administration on the management of the work of the Union,

Aware of

the imperative necessity to continue the Union reform process and the need to continuously adapt to shifting requirements in a rapidly changing environment affecting the UPU and its members,

Conscious

of the successful integration of the Advisory Group into the work of the Union, the need to transform it into the Consultative Committee and the desire to enhance its effectiveness by continually reviewing its structure, membership and working methods,

Decides

- that the mission of the UPU should be studied further, taking into account the need to define and distinguish more clearly the proper role and structure of the bodies of the Union with respect to their governmental and operational functions in providing international postal services,
- that, in particular, the desirability of converting the Postal Operations Council into a Postal Operators Council should be considered, and consequently the impact of such a change on the role and membership of the Council of Administration should also be examined,

Instructs

the Council of Administration in consultation with the Postal Operations Council and the International Bureau:

- to continue seeking as a matter of urgent priority ways of improving all aspects of the work of the Union, including its mission, structure and constituency, decision-making by its bodies, the financing of its activities and the budgetary process;
- to formulate proposals for reform based on the results of the study, either for immediate implementation where possible and, as appropriate, prior to the next Congress, or for submission to the next Congress.

(Proposal 070, Committee 3, 4th meeting)

Resolution C 16/2008**Management of the work of the Union – Further reform of the UPU**

Congress,

Recalling

that since the 1989 Washington Congress, the Union has been making efforts to keep its mission, structure and working methods constantly under review to adapt itself in the rapidly changing postal environment and to reflect the interest of its member countries and all players in the postal sector,

Noting

that the 1994 Seoul Congress put in place the current structure of the Union, subsequently creating the Consultative Committee under the purview of the Council of Administration as a framework for effective dialogue between stakeholders at the 2004 Bucharest Congress,

Observing

that most member countries have undergone postal sector reform,

Reaffirming

the need to continue the Union reform process with a view to adapting to shifting requirements in a rapidly changing environment which affects the Union and its members, as stated in resolution C 54/2004 of the Bucharest Congress,

Recognizing with appreciation

the work carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Also recognizing

the work accomplished by the Acts of the Union Project Group to introduce greater precision in the Acts through the expanded use of definitions of the terms “member country” and “designated operator” in place of the term “postal administration”,

Acknowledging

the need to further define and more clearly distinguish the proper role of these entities under the Acts and all players within the Union, and to improve its structure and the organization of its work in order to better address a variety of the Union’s issues – governmental, legal and regulatory, economic, operational and technical – which have become more and more complex,

Taking into consideration

the vision defined in the Nairobi Postal Strategy of the postal sector as an essential component of the global economy with the three-dimensional strategic direction of the Union – whether in terms of the three aspects of interconnection, development and governance or of the three elements of the worldwide network – physical, electronic and financial,

Keeping in mind

that the Universal Postal Union is an intergovernmental organization and one of the specialized agencies of the United Nations system,

Instructs

the Council of Administration to establish a working group composed of 10 members of the Council of Administration, 10 members of the Postal Operations Council and the Chairman of the Consultative Committee, with fair regard to geographical representation and level of economic development, which will be responsible for:

- conducting a study on the impact of new market players in the postal sector on the Union and its mission and activities;
- studying possible adjustments to the mission of the Union contained in the preamble to the Constitution, including the practical impact, if any, on the Union’s status as a UN specialized agency;
- studying ways to better structure and improve the functioning of Union bodies, with a view to facilitating implementation of the strategy, improve the efficiency of the decision-making processes and working methods of Union bodies, and study how to make optimum use of resources;
- studying various issues relating to the organization and financing of Union extrabudgetary activities;
- studying the role of the Restricted Unions in order to maximize existing synergies, thus improving global performance;
- reporting on the progress of work and presenting recommendations to the Council of Administration based on the results of the studies,

Also instructs

the Council of Administration:

- to establish the rules of procedure of the working group and designate its Chairman from among the 10 CA members;
- to formulate proposals for reform, based on the working group’s recommendation, for submission to the 25th Congress,

Charges

the Postal Operations Council to designate its representatives for participating in the study on reform,

Encourages

member countries to participate actively in Union reform activities by providing as much input and as many new ideas as possible, to enable the Union to adapt to the rapidly changing and dynamic environment in order to respond effectively to the needs of its membership and maintain its leadership in postal services worldwide.

(Proposal 60, 5th plenary meeting)

Resolution C 41/2008

Promoting “best practice” experiences on postal regulatory issues

Congress,

Considering

that, with the fast changing internal and external environment, postal reform in member countries has been accelerated in recent years, and more and more member countries have separated regulatory and operational functions, meaning that ensuring the sustainable development of the postal service in the new environment has become an important issue for the Union,

Recognizing

that member countries’ postal reform aims to promote postal development and guarantee the implementation of efficient and accessible universal postal service, so as to better enhance regulatory and operational functions and better adapt the universal service to the demands of the public and of social-economic development,

Also recognizing

that, in the context of the opening up of postal markets, protecting fair competition and improving service quality has become a common concern for governments and regulators, meaning that it is important to exchange regulatory experiences among the postal regulators in different countries worldwide,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- organize postal regulation forums or seminars during the annual meetings of the Council of Administration;
- collect and publish each year information related to universal service, postal reform and legislation, as well as market regulation of member countries.

(Proposal 66, Committee 3, 5th meeting)

Resolution C 63/2008

Extraterritorial offices of exchange (ETOE) and international mail processing centres (IMPCs)

Congress,

Noting

the stabilizing effect of Bucharest Congress resolution C 44/2004 on the growth of ETOEs and on the number of countries in which they operate, due mainly to:

- the requirement that the UPU member country in which an ETOE is located must give its agreement to the establishment of an ETOE, according to its national policy;
- the granting to the UPU member country of destination of a choice in determining how to treat items received from an ETOE, according to its national policy;
- better notification requirements for registering with the UPU as an international mail processing centre (IMPC);
- the recommendation that UPU member countries announce their policies with respect to ETOEs, and the subsequent publication of these policies by the International Bureau,

Bearing in mind

article 2 of the Convention, adopted at the Bucharest Congress, which requires UPU member countries to announce the entity or entities (governmental entity and designated operator(s)) responsible for fulfilling the obligations arising from the Acts of the Union on their territory,

Acknowledging

that national policies of UPU member countries may differ on the issue of ETOEs,

Noting also

that international mail processing centres (IMPCs) have been registered to private companies,

Also bearing in mind

that the UPU has endeavoured to seek compatibility between the Acts of the Union and WTO disciplines such as most favoured nation status, non-discrimination and equal access,

Aware

of the fact that there remain legitimate operational concerns with respect to the handling of items received from ETOEs and IMPCs registered to private companies in the areas of:

- applying UPU procedures and forms for Customs and airlines;
- security issues regarding the identity of the real sender of the mail;
- return of verification notes;
- undeliverable items;
- lack of operational and contact information for the destination country;
- correct remuneration for the delivery of items received,

Considering
that UPU forms are fundamental components of the UPU Acts,

Taking into account
the work already begun by the POC (Standards Board) to review technical standards such as S10, S34 and S35, in order to facilitate identification of sender operators,

Decides

- i that the operator designated by a UPU member country under article 2 of the Convention may continue to request registration of IMPCs established for its own purposes and on its own national territory;
- ii that the governmental entity of the UPU member country provided under article 2 of the Convention shall make the registration request or provide written authorization for all other IMPCs to be established on its territory;
- iii to continue the suspension of requests for registration of IMPCs to private companies, referring a decision on the matter to the Council of Administration and the outcome of its study,

Invites

UPU member countries

- to review and notify the International Bureau of their national policies on ETOEs and on IMPCs registered to private companies, taking into account other national policies and the need to use agreed standards and procedures;
- to respect and observe the conditions laid out in resolution C 44/2004;
- to respect the national policies defined by other UPU members,

Instructs

the Council of Administration, in consultation with the Postal Operations Council, to conduct a study of ETOEs and IMPCs, to include the organization of domestic postal markets and the effect of national or regional policies on the UPU and on the UPU Acts (Convention, Regulations, UPU forms, including the implications of a declaration of multiple operators through article 2 of the Convention and the registration of IMPCs to private companies), as well as on other agreements reached at the UPU level (airlines and customs handling, worldwide quality of service measurement, Quality of Service Fund, etc.),

Also instructs

the Postal Operations Council:

- to study and adjust, or recommend the adjustment of, the information requirements in standard S34 and on paper UPU forms in such a way that the origin and the operator of the mail is clearly identifiable to the destination operator, as well as to the airlines and customs authorities handling the mail, in order to bring information requirements for ETOEs and IMPCs registered to private companies, in line with the requirements of other offices of exchange established by UPU designated operators;

- to study the operational issues involved in a situation where more than one operator in the same country dispatches or receives international items, including the impact on barcode structure, on track and trace systems, on quality measurement systems, etc.;
- to review current policies and make recommendations on the referencing of technical standards in the UPU Regulations,

Further instructs

the International Bureau, in liaison with the POC:

- to manage the registration process, maintain and publish lists of active IMPCs, by type and by location, and make them readily available and accessible; this would include IMPCs:
 - registered by the operators designated to fulfil the Acts of the Union, for their own purposes and on their own territory;
 - registered as ETOEs;
 - registered as IMPCs by private companies;
 - registered as military IMPCs;
- to collect and share with other member countries and designated operators:
 - information on UPU member country policies (entities notified under article 2 of the Convention, policies and conditions for establishing ETOEs on their territory and for receiving ETOE items, etc.);
 - operational information on ETOEs and IMPCs registered to private companies.

(Proposal 23, Committee 3, 7th meeting)

Resolution C 65/2008

Impact of new technologies on the activities of the Union

Congress,

In view of

the reports on the work of the Council of Administration and the Postal Operations Council with regard to electronic postal data and the various electronic postal data management systems introduced within the framework of UPU activities,

Considering

the impact of new technologies on the activities of the UPU, its member countries and their designated operators, and on the legal hierarchy of the Acts and decisions of the UPU,

Noting

that the implementation of an electronic postal data management system may include:

- the use of specific technological tools for data transmission by designated operators and the protection of those data;
- access by designated operators to a common database and the protection of the data entered in that database;
- the conclusion of specific agreements between designated operators and the development of an operational guide for each system;

- the management and maintenance of this common database;
- the preparation of reports based on this database and the submission of these reports to the UPU bodies and the designated operators concerned;
- the establishment of an operational management structure for each system,

Recalling

the need to abide by the principle of technological neutrality in the Acts and decisions of the UPU,

Recognizing

the need to harmonize the regulation relating to electronic postal data in the Acts,

Noting also

that these systems, introduced within the framework of UPU activities, should respect the founding principles of the UPU, and in particular be accessible to all designated operators of UPU member countries, without discrimination,

Recognizing also

that the management and maintenance of these systems should be in line with UPU decisions,

Acknowledging

that two types of agreement, containing purely operational and technical provisions, appear necessary for each system introduced within the framework of UPU activities, i.e. a service convention not specific to the tool used, and an EDI agreement specific to the tool used,

Stressing

the need to ensure that these service conventions and EDI agreements comply with the Acts of the Union with regard to these systems,

Also acknowledging

that this compliance could be guaranteed by the adoption within the UPU of these service conventions and EDI agreements, or even the introduction by the UPU of certification and audit processes,

Recognizing

the diversity of the operational management structures relating to the electronic postal data management systems introduced within the framework of UPU activities, and of their rules of procedure,

Further noting

that the secretariat activities connected with the operational management of these systems are new tasks within the UPU,

Further acknowledging

that these new developments are likely to have an impact on the structure and operation of the permanent bodies of the UPU,

Instructs

- the Council of Administration:
 - to study:
 - governance issues relating to electronic postal data management systems introduced within the framework of UPU activities, and to data protection;
 - the impact of these issues on the Acts, the UPU structures and the financing of UPU activities;

- to lay down principles which the Postal Operations Council should take into account in the work it carries out in accordance with this resolution;
 - to report on these issues to the next Congress,
- the Postal Operations Council:
- to study, bearing in mind the principles adopted by the Council of Administration:
 - operating, technical and economic issues connected with the transmission of data, and with the electronic postal data management systems introduced within the framework of the UPU's activities;
 - the formalization, harmonization and standardization of the rules of procedure of the bodies responsible for managing these systems.

(Proposal 22, Committee 3, 7th meeting)

Resolution C 5/2012

Measures to be taken for the efficient management of the UPU budget

Congress,

Recognizing with great appreciation

the results of studies conducted by the Reform of the Union Project Group of CA Committee 1 (Governance Issues), composed of 10 members of the Council of Administration and 10 members of the Postal Operations Council, as well as members of the Consultative Committee, and working under the guidance of the Council of Administration,

Also recognizing

that one of the most important areas of UPU reform has related to the UPU budget, which had been strictly frozen since the 1994 Seoul Congress, and that the complexity, scope and volume of UPU activities, both regulatory and technological, have increased considerably over the last few Congress cycles, driven by the rapidly changing postal environment worldwide,

Agreeing

that it would be unrealistic for the UPU to change the voluntary contribution system to a GDP-linked system, in the light of the results of the study concerning the desirability of introducing a contribution model for member countries based on economic and/or industry indicators through benchmarking with other UN organizations and the restricted unions,

Appreciating

the financial and intellectual contributions of UPU member countries and their designated operators to accomplish all the work of the Union developed under the UPU postal strategies over the last few cycles,

Also appreciating

the enormous efforts and contributions of UPU member countries and their designated operators in developing and organizing extrabudgetary activities, which have been valuable in enhancing quality of service in most UPU member countries,

Convinced

that the UPU must demonstrate that its services meet the needs of the members and offer the best value for money,

Also convinced

that, although the core business of the UPU remains of prime importance, the organization needs to invest in new activities in order to remain relevant to the postal markets and its members in line with its strategy, and its mission defined in the Preamble to the Constitution,

Further recognizing

that the freezing of the regular budget has now reached its limit, but that it would be very difficult and unrealistic to ask member countries to increase their financial contribution to the regular budget in the situation where many member countries have been facing the economic recession and decreased mail volumes,

Acknowledging

the need for the UPU to diversify the sources of funding with a clear and established policy and guidelines, such as the rules concerning the user-funded subsidiary bodies in the General Regulations and the “participant-funded” principles approved by the 25th Congress,

Strongly convinced

that the prioritization of all UPU activities, which have been mandated by Congress by means of the UPU strategy, is fundamentally important for the most effective and efficient use of the UPU’s limited resources,

Instructs

the Council of Administration, in close consultation with the POC and with support from the International Bureau, to:

- develop and introduce at the beginning of the Doha cycle a prioritization mechanism for the activities set out in the UPU Doha Business Plan 2013–2016 approved by Congress, to ensure the best allocation of resources to the projects and activities to be included in the annual programme and budget;
- clearly define core services (those related to the mandatory services in the Acts and Regulations), versus non-core services (those related to the optional services in the Acts and Regulations);
- establish and implement, as a matter of urgency, a concrete plan and guidelines regarding the “participant-funded” principles for UPU products and services according to a cost-coverage concept,

Also instructs

the Postal Operations Council, subject to the approval of the Council of Administration, to further develop user-funded subsidiary bodies for services which are optional but nonetheless fundamentally important to enhance the efficiency of the three dimensions (physical, electronic and financial) of the postal network, in accordance with the relevant provisions of the General Regulations,

Urges

member countries having a well-developed and prosperous economy to increase their contribution class beyond their current subscriptions,

Further instructs

the Director General of the International Bureau to contact those member countries to encourage them to increase their contribution class.

(Proposal 16, Committee 3, 2nd meeting)

Resolution C 6/2012**Continuation of the study on extraterritorial offices of exchange, international mail processing centres, and issues surrounding the designation of multiple operators in a single country**

Congress,

Recognizing

that the UPU policy on extraterritorial offices of exchange (ETOE) and registration of international mail processing centre (IMPC) codes, established by Congress resolutions C 44/2004 and C 63/2008, is still in force,

Reaffirming

that an ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory,

Bearing in mind

that, in accordance with article 2 of the Convention, adopted at the Bucharest Congress, UPU member countries notify the International Bureau of their operator or operators officially designated to operate postal services and to fulfil the obligations arising from the Acts of the Union on their territory,

Also recognizing

that ETOEs are not in the same situation as designated operators (DOs) executing the obligations arising from the Acts of the Union,

Noting

that, since the 2008 Congress, the number of ETOEs has increased from 110 in 2008 to 141 in 2011,

Also noting

that these ETOEs are operated by 18 DOs in 23 member countries, that some ETOEs are being operated by non-DOs and are registered as IMPCs, and that the registration of IMPC codes for non-DOs has been suspended since 2007,

Acknowledging

that the national policies of UPU member countries on ETOEs are very diverse,

Convinced

that there remain legitimate operational concerns with respect to the handling of items received from ETOEs in areas such as identification of the operator sending the mail, return of verification notes, undeliverable items, correct and fair remuneration for the delivery of items received, application of UPU procedures, and forms for Customs and airlines,

Also convinced

that this could represent a risk to the integrity of the global postal network and of the Union and should be addressed in a transparent and progressive manner,

Further noting

the results of the study conducted by an external consultant on the impact of the new postal market players on the UPU mission and activities, which showed that there were an increasing number of bilateral agreements between DOs and non-DOs (all types of mail service providers, including DOs from one country operating in another country as non-DOs), and that these bilateral agreements complemented the multilateral agreements that already existed,

Noting in addition

that a number of recommendations were proposed in the light of the study conducted by an external consultant, within the framework of the work of the CA Committee 1 Interconnectivity Project Group (IPG), on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union,

Also acknowledging

the work already done by the POC in reviewing the technical standards, including standard S34, in order to facilitate identification of sending operators,

Invites

UPU member countries:

- to provide the International Bureau with the latest information on their national policies on ETOEs and IMPC registration;
- to respect the conditions laid down in resolutions C 44/2004 and C 63/2008;
- to respect the national policies defined by other UPU members,

Instructs

the Council of Administration, in consultation with the Postal Operations Council:

- to conduct a study, with the aim of producing a definitive policy, on the conditions of access for non-DOs to IMPC codes, as well as to other UPU products, such as the International Postal System applications (IPS, IPS Light), POST*Net and POST*Clear, in order to manage these access conditions in a properly regulated manner, and in the interests of transparency and efficiency;
- to study the fundamental principles to be considered by any member country which designates multiple operators to operate postal services and fulfil the obligations arising from the Acts of the Union on its territory, including their rights and obligations, and, when necessary, to develop proposals for Congress,

Also instructs

the Postal Operations Council:

- to study all operational recommendations resulting from the IPG's study on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union and, where appropriate, to implement them as quickly as possible;
- to continue to study ways and means whereby UPU technical standards could better respond to the needs of the postal environment in which multiple DOs exist in a single country and other stakeholders are involved,

Further instructs

the International Bureau, in liaison with the POC:

- to manage the IMPC registration process, to maintain and publish the list of active IMPCs, and to make this list readily accessible;
- to publish the modifications regarding IMPC code list 108 as key information;
- to provide updated IMPC codes in a timely manner;
- to advise all operators regularly of withdrawn IMPC codes;
- to collect and share the latest information on UPU member country policies concerning ETOEs.

(Proposal 19, Committee 3, 2nd meeting)

Resolution C 7/2012**Interconnection of wider postal sector external stakeholders to UPU products and services**

Congress,

Confirming

that there were diverse structures related to electronic postal data management systems within the framework of UPU activities, and that the tasks of the International Bureau (IB) relating to the operational management of electronic systems were “new” activities, and as such lacked clear policy guidelines,

Recognizing

the results of the studies conducted by the Reform of the Union Project Group of CA Committee 1 (Governance Issues) on various issues associated with the wider postal sector players’ involvement in UPU activities,

Noting

the results of the study conducted by an external consultant on the impact of the new postal sector market players on the UPU mission and its activities, which identified that there was an increased number of bilateral agreements between designated operators (DOs) and wider postal sector players, and that these bilateral agreements complemented the existing multilateral agreements between DOs and between DOs and wider postal sector players (all types of mail service providers, including DOs from one country operating in another country as non-DOs),

Taking note of

the existing guidelines for cooperation between the UPU and the business community, approved by the Council of Administration in 2006,

Agreeing

that it is time for the UPU to change and prepare an action plan for ways of enhancing the involvement and contribution of wider postal sector players in UPU activities, while preserving the UPU’s actual strengths, such as independence, neutrality and ensuring efficient and acceptable universal postal services of quality at a global level,

Considering

the results of the studies conducted by the Interconnectivity Project Group under CA Committee 1 (Governance issues) concerning the legal, regulatory and operational issues around the use of international mail process centre (IMPC) codes and other UPU products such as the International Postal System (IPS) used by wider postal sector players such as ETOEs,

Being aware

of an ever increasing demand for the interconnection to various UPU services and products of wider postal sector players, for example ETOEs, big mailers, customs offices, delivery agents and transport operators, as well as private non-designated postal operators,

Convinced

that there is an imminent need for the UPU to establish the governance principles relating to this issue, which should be taken into account by the POC when it carries out its work in this connection,

Further convinced

that the current unregulated situation with regard to the provision of products and services carries a real risk to the integrity of the global postal network and the UPU,

Instructs

the Council of Administration, in consultation with the Postal Operations Council when necessary, and with the support of the International Bureau to:

- conduct a full product and service audit of offerings that the UPU has developed and provided;
- assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector;
- develop the governance principles and rules applicable to each product or service the UPU wishes to make available to wider postal sector players;
- implement such policy and rules during the cycle of 2013–2016;
- submit, if necessary, proposals to the 2016 Congress.

(Proposal 20, Committee 3, 2nd meeting)

Resolution C 8/2012

Improving the transparency and visibility of parties responsible for international mail processing centres

Congress,

Considering

that international mail processing centres (IMPCs) serve vital functions as offices of exchange in the international postal network,

Aware

that IMPCs, in the increasingly complex postal environment, are now operated by designated operators and other operators in support of social, commercial, diplomatic, scientific, military, and other purposes,

Bearing in mind

that as the postal environment continues to evolve, a means for clear and direct identification of parties authorizing and responsible for IMPCs is of ever-increasing importance,

Noting

that IMPCs are identified by a six-character code, which has proven to be a valuable, simple, and effective manner to distinguish IMPCs for operational, accounting, and other purposes,

Conscious

that the IMPC code is now in widespread daily use beyond just letter, parcel, and delivery bills, and is an element present on over 50% of the list of UPU forms,

Recognizing

that currently, determining the party that has authorized and is responsible for an IMPC requires the use of an electronic database that must be regularly maintained and updated,

Acknowledging

that not all places where the IMPC code is used have access to the electronic database or other required capabilities,

Convinced

that the direct identification of the party authorizing and responsible for the IMPC is a necessary component of the IMPC code to ensure that proper accounting, handling, and security measures are used,

Also convinced

that clear indication of the responsible party within the IMPC code provides greater transparency and accountability, and enhances other efficiencies such as ease of assignment, and greater flexibility in usage,

Understanding

that the UPU has a strong heritage of responsibility and accountability of members, and that transparency and visibility is the best preparation for future development,

Further noting

that the UPU and other UN organizations use a common, simple, international code list to identify countries and territories, which provides clarity regarding country names, which may vary due to language differences,

Instructs

the Postal Operations Council to modify the IMPC code to increase the transparency and visibility of the party that has authorized, and is responsible for, the IMPC,

Also instructs

the Council of Administration, in consultation with the Postal Operations Council, to study the possibility of amending article 131 of the new General Regulations to include the ISO 3166 country code for each UPU member, and to also include the country code applicable to the entity responsible for the operation of postal services in territories represented by UPU members,

Further instructs

the International Bureau, in liaison with the POC, to:

- coordinate with members any modifications necessary to the list of existing IMPC codes to provide for increased transparency and visibility;
- coordinate with relevant POC groups in drawing up a plan and a timeline that will provide parties adequate opportunity to make any preparations, if needed, to their systems for these modified IMPC codes to become effective no later than 2015.)

(Proposal 72.Rev 1, Committee 3, 2nd meeting)

Resolution C 13/2012**Conference on postal regulation**

Congress,

Considering

the fast-changing internal and external environment, which has led member countries to accelerate postal reform in recent years, and prompted an increasing separation of regulatory and operational functions, meaning that ensuring a sustainable postal service has become an important issue for the Union,

Bearing in mind

the fundamental mission of the Union, which is to stimulate the sustainable development of efficient and accessible universal postal services,

Convinced

that, with a view to achieving this mission, the UPU member countries should further develop regulatory functions and better adapt the universal service to the demands of the public and of socio-economic development,

Also convinced

that, in the context of the opening up of postal markets, protecting fair competition and improving service quality has become a common concern for governments and regulators, meaning that it is important to exchange regulatory experiences among the competent bodies in this field in Union member countries,

Recognizing

that, through its resolution C 41/2008, the 24th Congress called for the creation of postal regulation forums and seminars within the Council of Administration, to collect and publish annual information related to universal service, postal reform and legislation, as well as market regulation in member countries,

Also recognizing

that the forums have attracted a great deal of attention and interest from governmental, regulatory and operational entities, as well as from external stakeholders in the postal sector,

Realizing

that the forums held during the last cycle dealt with various issues related to the economic models of Posts, which must provide quality services at affordable prices, the liberalization of the market and the funding of the universal service, as well as the role of regulation in an era of electronic substitution and market liberalization,

Convinced

that it is useful and necessary for the Union to institutionalize these forums on regulation to better meet the needs of member countries,

Also realizing

that the 2008 Congress in Geneva recognized the expertise of postal regulators by assigning them, through resolution C 52/2008 (Quality of Service Programme for 2009–2012), the mission of setting national and world-wide quality standards, and of ensuring compliance with those standards,

Decides

to organize conferences on a regular basis to address various issues of interest to UPU member countries in the area of postal regulation, under the auspices of the Council of Administration,

Instructs

the Council of Administration, in cooperation with the International Bureau, to:

- organize such conferences during the annual sessions of the CA, to promote “best practice” experiences in organizing postal markets, and to discuss and exchange various opinions on issues of common interest relating to postal regulation;
- promote and facilitate the organization of such conferences on a regional basis, in cooperation with the restricted unions, to address particular issues and concerns of various UPU regions;
- share the results of such conferences with all UPU member countries and their designated operators, as well as with any entities having an interest in the postal sector, through an annual publication or through the UPU website;
- take the necessary steps to arrange for these conferences to be widely disseminated via the Internet,

Invites

all UPU member countries to actively participate in and contribute to these conferences on postal regulation.

(Proposal 03, Committee 3, 3rd meeting)

Resolution C 24/2012**General revision of the Convention and its Regulations to make the Postal Operations Council a more efficient and swifter decision-making body**

Congress,

In view of
the ever-increasing need for flexibility and adaptability within the Universal Postal Union, in the light of the rapidly changing external environment,

Considering
the need for clear, simple and adaptable rules for the operation of the international postal services,

Acknowledging
the achievements of CA Committee 1 (Governance Issues) during the 2008 to 2012 cycle in the areas of Union reform and revision of the Acts of the Union,

Convinced
that the Letter Post and Parcel Post Regulations must continue to lay down the detailed conditions of application of the services provided to customers, as well as the practical procedures governing relations between designated operators,

Recognizing
the need for a study to update the Convention and its Regulations, through which the Union will be able to respond to evolutions in the postal services,

Instructs

the Council of Administration and the Postal Operations Council to carry out a joint study with a view to:

- deleting obsolete provisions from the Convention and its Regulations;
- examining and deciding on the proposed amendments identified by the Acts of the Union Project Group during the previous cycle and aimed at improving the Convention and its Regulations;
- adapting or supplementing certain provisions to update them in the light of recent changes in customer requirements;
- reviewing all the provisions of the Convention and its Regulations, and reclassifying them according to their nature, whether governmental, operational and technical or administrative and implementing, with a view to identifying provisions which may be delegated to the permanent bodies of the Union, taking into account the responsibilities and mandates of each body;
- revising, with the assistance of a small group of experts from two or three member countries and designated operators, the Letter Post and Parcel Post Regulations with a view to providing, in a single volume, the common rules applicable to the letter post and parcel post, while at the same time preserving the logical construction allowing the current manuals to provide information on the operation of the international postal service in clear and concise language;
- implementing, as far as possible, revisions to the Letter Post and Parcel Post Regulations for the entry into force of the new Convention and Regulations in 2014;
- submitting proposals to amend the Acts of the Union to the next Congress.

(Proposal 02, Committee 3, 5th meeting)

Resolution C 26/2012

Management of the work of the Union – Further reform of the UPU

Congress,

Confirming

that the UPU is an organization of an intergovernmental nature and a specialized agency of the United Nations, whose mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Recognizing

that the postal environment is undergoing profound and rapid change, which means that the UPU needs to adapt its operations and decision-making systems, its work methods and its activities,

Also recognizing

that since the 1989 Washington Congress, the UPU has been making efforts to regularly adapt its mission, structure and working methods to address the rapidly changing postal environment and to take into account the interests of its member countries and all postal-sector players,

Noting

that the 1994 Seoul Congress put in place the current structure of the UPU, subsequently creating the Consultative Committee under the purview of the Council of Administration as a framework for effective dialogue between stakeholders at the 2004 Bucharest Congress,

Also noting

with satisfaction the work carried out by the Reform of the Union Project Group, part of Committee 1 (Governance Issues) of the Council of Administration, which will contribute to the smoother running and greater efficiency of the UPU bodies,

Reaffirming

the evolving nature of the UPU reform process in a rapidly changing environment which affects the UPU and its member countries, as mandated by Congress resolution C 16/2008,

Also reaffirming

the need to continue to evaluate the organization, structure and running of various UPU bodies as well as the Consultative Committee, in order to draw a clearer distinction between their respective roles and to improve the work of the UPU, taking into account the Doha Postal Strategy,

Bearing in mind

the provisions of the UPU Constitution, which stipulate that the Council of Administration ensures the continuity of the work of the Union under the provisions of the Acts, that the Postal Operations Council is responsible for operational, commercial, technical and economic questions which are of interest to the postal service, and that the International Bureau is a central office operating at the seat of the Union, directed by a Director General and placed under the control of the Council of Administration and which serves as an organ of execution, support, liaison, information and consultation,

Instructs

the Council of Administration, in close collaboration with the Postal Operations Council and the International Bureau:

- to study ways to better structure and organize and improve the functioning of UPU bodies, with a view to facilitating implementation of the strategy, to improve the efficiency of the decision-making processes and working methods of UPU bodies, and to make optimum use of resources;

- to study all functions of the Council of Administration and the Postal Operations Council with a view to defining those of a governmental nature and those of an operational nature;
- to undertake a study on the status, the running, the activities and mission of the Postal Operations Council;
- to study the system of designation/election of the directors of the subsidiary bodies by the users, either ad personam, or as a representative of a member country or designated operator;
- to continue studies on the implementation of a policy that promotes greater participation among stakeholders on the basis of the “3 Cs” model (consultative, collaborative and contributory) described in Congress–Doc 17, and to establish related principles of governance;
- to review the functions of the International Bureau defined by article 20 of the Constitution and the associated provisions of the General Regulations, in order to allow it to address the changes within the postal sector;
- to study and implement all possible means of improving the management of the Union’s work in all areas;
- to draft reform proposals for presentation at the 26th Congress,

Encourages

member countries to actively participate in UPU reform activities, which will help to provide the organization with a new vision reflecting the needs of the global postal community while allowing it to preserve its central position in the postal world.

(Proposal 18, Committee 3, 5th meeting)

Resolution C 29/2012

Continuation of UPU activities in the area of the universal postal service

Congress,

Recognizing

that the essence of the UPU’s mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Aware

that the universal postal service was established to ensure that users/customers have the right to high-quality, basic postal services, provided on a permanent basis so they can send and receive goods and messages from any part of the world,

Confirming

the goal of the Doha Postal Strategy to provide technical knowledge and expertise related to the postal sector, by strengthening members’ capacity to implement and manage their universal service,

Acknowledging

the need for the UPU to continue to provide a platform for governments, regulators and other bodies to discuss the evolution of the universal postal service,

Decides

that the Council of Administration should continue its activities concerning the universal postal service after the Doha Congress, and that it should:

- propose actions aimed at ensuring the provision of a permanently evolving universal postal service;
- take part in the discussions, actions, etc., relating to the universal postal service conducted within the framework of the Union’s various bodies;
- monitor technical cooperation actions to ensure that account is taken of the need to ensure provision of the universal postal service;
- propose awareness-raising campaigns among the bodies responsible for postal reform in each member country, to ensure that the provision of an evolving universal postal service takes priority in these reforms;
- collect information concerning the role of the regulator and analyze this role in relation to the provision of the universal postal service in member countries;
- monitor, on a yearly basis, the progress made by member countries in providing the universal postal service, by means of an electronic survey.

(Proposal 06, amended by proposal 92, Committee 3, 5th meeting)

Resolution C 6/2016

E-commerce services as key to a vibrant and effective postal service

Congress,

Taking note

of the activities in recent years aimed at the development of e-commerce in the developing and least developed countries,

Considering

that the current century is the information society era, in which various forms of Internet-based economic activities are developing at unprecedented speed,

Also considering

that the development of e-commerce is changing people’s lifestyle,

Recognizing

that e-commerce as a catalyst has created opportunities for businesses to develop their markets,

Aware

that Posts are actively exploring new and innovative e-commerce solutions,

Decides

to mark the four-year cycle ending with the 2020 UPU Congress by highlighting the theme “E-commerce services as key to a vibrant and effective postal service”,

Invites member countries:

- to continue their activities aimed at introducing new and innovative e-services based on customer expectations;
- to foster a culture of making use of e-commerce solutions in all aspects of their postal operations.

(Proposal 23, Committee 4, 1st meeting)

Resolution C 27/2016**Management of the work of the Union – Reform of the UPU**

Congress,

Fully recognizing and appreciating the work on UPU reform accomplished by:

- the Council of Administration, presented in Congress–Doc 38 (“Reform of the Union. Proposals concerning structural changes to the Union and faster decision making”);
- Germany and France, the authors of proposals 11 and 25, both entitled “Management of the work of the Union – Reform of the Union”, which drew support from 21 countries,

Recognizing

that the postal environment is undergoing profound and rapid change, meaning that the UPU needs to adapt its operations, decision-making process, work methods and activities,

Confirming

that there was a consensus at Congress on the imperative need for the Union to enhance its relevance and speed up its decision-making processes, and also to ensure cost-effectiveness in view of the financial constraints and the rising expectations of member countries,

Bearing in mind

that the UPU is an organization of an intergovernmental nature and a specialized agency of the United Nations, whose mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Taking into consideration

the mandate of Congress resolution C 26/2012, which reaffirmed the above considerations, as well as “the need to continue to evaluate the organization, structure and running of various UPU bodies [...] in order to draw a clearer distinction between their respective roles”,

Stressing

the need to secure the future of the Union by strengthening a consensual decision-making approach as well as solidarity principles amongst member countries,

Noting

the desire for fair geographical representation and wider participation in the work of the Union,

Decides

- to defer examination of reform issues to an Extraordinary Congress to be convened in 2018,
- to instruct the Council of Administration and the Postal Operations Council to apply the following principles as a basis for their respective structures and decision-making processes:
 - i the concept of standing groups will be implemented, but they will be kept limited in number and be created to address ongoing and cycle-long business;
 - ii the concept of task forces, to be given specific mandates, objectives, deliverables and timeframes, in line with the Union’s strategy and business plan and relevant Congress resolutions, will likewise be implemented;
 - iii task forces will be disbanded once the assignment is completed or suspended by the respective councils;
 - iv participation in task forces will be open to all UPU member countries;
 - v in principle, participation of observers may be allowed, subject to the relevant rules of procedure of the respective councils;
 - vi information on the task forces’ activities, responsiveness, mandates and progress will be made available on the UPU website;

- vii the work of task forces and standing groups may, in principle, be conducted by electronic means (e.g., teleconferences and electronic mail) between council sessions; when necessary, they may hold physical meetings at UPU headquarters in Berne, with final deliverables to be submitted to the relevant Council within the timeframe given; and
- that each Council shall meet twice a year, for a maximum total period of 10 working days, with the two councils meeting consecutively,

Also decides

to establish an ad hoc group charged with studying and advising on the reform of the Union and submitting its conclusions to the Council of Administration before further consideration by the Extraordinary Congress in 2018.

(Proposal 36, 2nd plenary meeting)

1.1 Political questions

Resolution C 3/1974

Participation by national liberation movements in the meetings of the UPU

Congress,

Recalling

United Nations General Assembly resolution 3118 (XXVIII) requesting the specialized agencies to take all necessary measures to ensure that national liberation movements are represented at meetings of the specialized agencies,

Recalling further

- a resolution 29 of the ITU Plenipotentiary Conference (Malaga–Torremolinos) 1973 agreeing to the participation, as observers, of national liberation movements recognized by the regional inter-governmental organizations in the conference and meetings of the ITU;
- b resolution 13/17 of the FAO Conference requesting the Director-General of the FAO to take the necessary measures, through the Organization of African Unity, to facilitate immediate participation by national liberation movements in its meetings;
- c resolution A 27/38 of the 27th World Health Assembly extending an invitation to representatives of national liberation movements recognized by the regional inter-governmental organizations concerned,

Convinced

that participation by national liberation movements in the meetings and other activities of the UPU would ensure an improvement in the living conditions of the peoples in liberated areas,

Aware

that such participation would contribute subsequently to the economic and social development of these liberated territories placed under the control of liberation movements,

Decides

that national liberation movements recognized by the Organization of African Unity or by the League of Arab States may attend UPU Congresses as observers.

(Documents of the 1974 Lausanne Congress – volume II: pages 916 to 920)

Resolution C 4/1974**Assistance to national liberation movements**

Congress,

Recalling

United Nations General Assembly resolution 3118 (XXVIII) urging all specialized agencies of the United Nations to render, as a matter of urgency, all possible moral and material assistance to the colonial peoples in Africa struggling for their liberation from colonial rule and requesting all specialized agencies in cooperation with the Organization of African Unity and through it, to work out and implement concrete assistance programmes to the peoples of Angola, Mozambique, Southern Rhodesia and Namibia, including in particular the peoples in the liberated areas of those territories and their national liberation movements,

Recalling further

- a paragraph 8 of the same resolution recommending all governments to intensify their efforts in the specialized agencies to ensure the full and effective implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples and to accord priority to the question of providing assistance on an emergency basis to peoples in the colonial territories and to their national liberation movements; and
- b paragraph 9 urging the executive heads of the specialized agencies to formulate and submit to their respective governing bodies, as a matter of priority and with the active cooperation of the OAU concrete proposals for the full implementation of the relevant United Nations decisions,

Decides

to instruct the Executive Council of the UPU and the International Bureau to take all steps calculated to give concrete material help to those movements.

(Documents of the 1974 Lausanne Congress – volume II: pages 921 to 923)

Decision C 92/1974**Representation of the Organization of African Unity (OAU)**

Congress,

Decides

to admit the Organization of African Unity (OAU) to take part, as an observer, in the work of the 17th Universal Postal Congress and in all future meetings of the bodies of the UPU.

(Documents of the 1974 Lausanne Congress – volume II: pages 872 to 875)

Resolution C 7/1979**Participation by the League of Arab States in the meetings of the UPU**

Congress,

Considering
that the League of Arab States is an international organization at Arab government level,

Considering
the collaboration and cooperation which exist between the United Nations and the League of Arab States,

Considering
that participation by the League of Arab States in the work of UPU bodies is of special interest to the UPU, now
and in the future,

In view of
resolution C 3 of the 1974 Lausanne Congress concerning national liberation movements recognized by the
League of Arab States,

Decides

to agree that the League of Arab States may participate as an observer at all the meetings of UPU bodies,
starting with the 18th Congress.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1183, 1212, 1731)

Resolution C 55/1994**Postal relations on the Korean peninsula**

Congress,

Recognizing
the spirit of the Constitution which calls for the member countries to develop communications between their
peoples through the efficient operation of postal services and to contribute to the attainment of the noble aims
of international collaboration in the cultural, social and economic fields,

Reaffirming
the scope of the Union as defined in article 1 of the Constitution according to which the member countries
shall comprise a single postal territory for the reciprocal exchange of letter-post items and according to which
freedom of transit shall be guaranteed throughout the entire territory of the Union,

Recalling
the urgent appeal made in resolution C 37/1974 to the Governments of the member countries to refrain as far
as possible from interrupting or hindering postal traffic, especially the exchange of correspondence containing
messages of a personal nature, in the event of dispute, conflict or war,

Noting
that the direct exchange of postal items does not exist within the Korean peninsula,

Seizing
the opportunity of its meeting in Seoul,

Requests

the Democratic People's Republic of Korea and the Republic of Korea to institute postal exchanges between them as soon as possible,

Instructs

the Director-General of the International Bureau to take such action as he may consider appropriate in this area,

Also requests

the member countries of the Union to support the full implementation of the Constitution on the Korean peninsula, including the freedom of postal exchanges between the North and the South.

(Congrès–Doc 93, 10th plenary meeting)

Resolution C 115/1999**Participation of Palestine in the work of the Union**

The 22nd Universal Postal Congress (Beijing 1999),

Recalling

- a the Charter of the United Nations and the Universal Declaration on Human Rights;
- b United Nations General Assembly resolution A/Res/52/250 adopted on 7 July 1998 in which further rights were granted to Palestine as an observer;
- c the decision of the 17th Universal Postal Congress concerning the participation of recognized liberation movements in its work (C 3/1974);
- d United Nations General Assembly resolution 43/177 of 15 December 1988 by which it was decided to use the designation "Palestine" instead of "Palestine Liberation Organization" within the United Nations system;
- e the ITU resolution (Minneapolis 1998) which granted Palestine an international code and radio frequency management and further rights, except the right to vote,

Considering

- a the preamble to the Constitution stipulating the need for developing "communications between peoples by the efficient operation of the postal services";
- b that, for the objectives of the UPU to be fulfilled, the latter must have a universal character,

Considering also

- that several – though not all – UPU member countries recognize Palestine as a State, that it enjoys full membership of the Group of Asian States and the Economic and Social Commission for West Asia, that it is also a full member of the League of Arab States, the Non-aligned Movement and the Islamic Conference,
- that Palestine is desirous of contributing to the achievement of the inalienable rights of the Palestinian people, thus achieving a just and comprehensive peace in the Middle East,

Decides

- i to confer upon Palestine in the capacity as an observer the rights of directly exchanging postal services with the Union member countries;

- ii that in addition to Palestine's right to participate in all conferences and meetings of the UPU and its bodies as an observer, Palestine shall have the following rights without prejudice to the existing rights and privileges:
 - a the right to participate in the General Debate held at Congresses,
 - b the right to raise points of order related to the proceedings on Palestine and the Middle East issues, provided that the right to raise such a point of order shall not include the right to challenge the decision of the presiding officer,
 - c the right to co-sponsor draft resolutions concerning Palestine and the Middle East issues. Such drafts shall be put to a vote only upon request by a Member State,
 - d the Palestinian delegation shall be seated immediately after the last Member State,
- iii Palestine shall not have the right to vote or to put forward candidates.

(Congrès–Doc 26.Add 2.Annexe 1, 6th plenary meeting)

1.2 Postal strategy

Resolution C 44/2012

Innovation as key to a vibrant and effective postal service

Congress,

Noting

the significant technological, regulatory and structural transformations taking place within the postal industry, which require the development of innovative new postal products and services,

Recognizing

that despite the general decline in letter volumes, letters continue to be a core postal business,

Recognizing also

the need to adapt postal products and services to new demands, technologies and possibilities, and innovation's key role in developing quality postal services that meet the changing needs of populations, create meaningful employment and strengthen the sustainability of postal services,

Re-emphasizing

the mission of the UPU to "stimulate the lasting development of efficient and accessible universal services of quality",

Acknowledging

the Consultative Committee's role as a key partner in efforts to foster innovation and promote the value and importance of the wider postal sector stakeholders,

Acknowledging also

the studies undertaken by the Consultative Committee in the wider postal sector to promote sustainable postal practices,

Urges

member countries to develop innovative postal products and services that meet the needs of postal users and help to strengthen the sustainability of postal operators,

Invites

the Postal Operations Council and the restricted unions:

- to promote the theme of “innovation” in their programmes and activities for the next four-year cycle ending with the 26th UPU Congress;
- to highlight best practices for innovative products and services at their meetings,

Also invites

the Postal Operations Council to incorporate in its work programme, studies and projects that identify and publicize the opportunities that modern technologies offer to postal business, including innovative hybrid mail solutions,

Further invites

member countries to share with all member countries information regarding innovative products, services and practices,

Instructs

the International Bureau, in support of the POC programmes, to:

- solicit information about new innovative products and services from member countries, designated operators and postal employees in these countries, and the Consultative Committee;
- disseminate information about best practices on innovation by various media employed by the Union.

(Proposal 43, Committee 7, 3rd meeting)

Resolution C 80/2012**Doha Postal Strategy**

Congress,

Taking account of:

- the fruitful and intensive discussions which took place during the UPU’s Strategy Conference in Nairobi in September 2010;
- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the conclusions and views expressed during a series of regional round tables, held in 2011, which provided over 150 countries with the opportunity to discuss the draft Doha Postal Strategy while outlining their own regional priorities;
- the results of the questionnaire on the draft Doha Postal Strategy (DPS) and the prioritization of UPU activities;
- the results of the work of Congress as a whole,

Also taking account of

the draft Doha Postal Strategy, prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the chairmen of the CA and POC committees, the Consultative Committee and project groups, all Union member countries, and the restricted unions,

Aware

of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

Approves

the Doha Postal Strategy,

Appeals urgently

to governments, designated operators and the restricted unions to take all necessary action to implement the Doha Postal Strategy, adapting it as necessary to their regional, national and legislative particularities,

Invites

the regions and the restricted unions to integrate the relevant elements of the Doha Postal Strategy into their respective priorities and action programmes,

Instructs

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

- to implement the objectives and programmes defined in the Doha Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the goals set and, to this end, determine means of implementing the programmes to achieve the expected results;
- to regularly examine the state of implementation of the Doha Postal Strategy through active and ongoing measurement and evaluation and, following this examination, to:
 - make whatever changes in direction and adjustments that are necessary,
 - reassign available resources, whilst noting that the degree of implementation of the Doha Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as by the budget established and approved by the newly elected CA,
- to support member countries in the implementation of the Doha Postal Strategy, in particular by establishing procedures for carrying out the programmes;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded.

(Proposal 57, 3rd plenary meeting)

Resolution C 81/2012

Strategic planning activities

Congress,

Recalling

the progressive establishment of a strategic planning process within the Union, starting with the Declaration of Hamburg in 1984, and continuing with the Washington General Action Plan, the Seoul Postal Strategy, the Beijing Postal Strategy, the Bucharest World Postal Strategy and the Nairobi Postal Strategy at successive Congresses,

In view of the report on the implementation of the Nairobi Postal Strategy (Congress–Doc 15) and the presentation of the Doha Postal Strategy (Congress–Doc 16),

Aware

of the need for flexible strategic planning in order to guide the Union's activities in a changing postal environment,

Recognizing

that strategic planning helps the postal services of member countries to better meet the needs of their customers,

Noting with satisfaction:

- the steady progress made toward implementing a strategic planning process in the Union that is based on results obtained;
- the continued improvements made to the Union's Programme and Budget, which allows for better and more transparent planning of the Union's activities, in accordance with available resources,

Acknowledging

the work of Joint CA/POC Committee 4 (UPU Strategy), particularly in the areas of monitoring and reporting on the implementation of the Nairobi Postal Strategy, analyzing developments in the postal sector and environment, and results-based management,

Urges

member countries to adopt a strategic planning process as a way to provide improved postal services to their citizens,

Invites

member countries to participate fully in the Union's strategic planning process through regular reporting on results obtained in achieving the goals of the Doha Postal Strategy,

Charges

the Council of Administration and the Postal Operations Council, in accordance with the provisions set out in the Union's General Regulations, and, as appropriate, in consultation with the Consultative Committee, with:

- providing advice on current strategic planning methodologies;
- coordinating analysis work, or gathering existing analyses, on the postal environment, with a view to integrating the findings into the Union's strategic planning process;
- continuing to develop, in conjunction with the International Bureau, quantifiable and independently verifiable information about member countries' attainment of the goals of the Doha Postal Strategy;
- in conjunction with the International Bureau, regularly updating the Programme and Budget on the basis of results obtained, of the setting of priorities, of available financing and of changes in the postal environment;
- continuing the development of a results-based management concept in its strategic planning process;
- developing and carrying out, in cooperation with the International Bureau, methodologies to seek the views of member countries on the priorities for the strategic plan of the 26th Congress,

Instructs

the International Bureau, in accordance with the provisions of the Union's General Regulations, to:

- carry out regular monitoring and dissemination of the results obtained through implementation of the Doha Postal Strategy, and to make an annual report to the Councils, and a final report to the 26th Congress, that focus on quantifiable results;

- make use of analyses of the postal environment in order to make proposals to the Councils on the content of the strategic plan;
- prepare, for the Council of Administration and on the basis of directives issued by the Councils, the draft Strategy to be submitted to Congress;
- develop and recommend adjustments to the Programme and Budget.

(Proposal 58, 3rd plenary meeting)

Resolution C 23/2016

Istanbul World Postal Strategy

Congress,

Taking account of:

- the fruitful and intensive discussions which took place during the UPU World Strategy Conference in Geneva in April 2015;
- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the conclusions and views expressed during a series of regional strategy conferences, held throughout 2015, which provided over 150 countries with the opportunity to discuss the draft Istanbul World Postal Strategy while outlining their own regional priorities;
- the results of the questionnaire on the draft Istanbul World Postal Strategy and the prioritization of UPU activities;
- the lessons learned from the implementation of the Doha Postal Strategy;
- the results of the work of Congress as a whole,

Also taking account of

the draft Istanbul World Postal Strategy (Congress–Doc 13), prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the chairmen of the CA and POC committees, Consultative Committee and project groups, as well as all Union member countries and the restricted unions,

Aware

of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

Approves

the Istanbul World Postal Strategy,

Invites

member countries to integrate the relevant elements of the Istanbul World Postal Strategy into their respective priorities and action programmes,

Also invites

restricted unions to integrate the relevant elements of the Istanbul World Postal Strategy into their respective priorities and action programmes

Instructs

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

- to implement the goals and programmes defined in the Istanbul World Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, determine means of implementing the strategy to achieve the expected results;
- to regularly examine the state of implementation of the Istanbul World Postal Strategy through active and ongoing measurement and evaluation and, following this examination, to:
 - make whatever changes in direction and adjustments that are necessary;
 - reassign available resources, while noting that the degree of implementation of the Istanbul World Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as to the budget established and approved by the newly elected Council of Administration;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded;
- to engage in a consultative process with member countries to prepare and present the future strategy for 2021–2024 for the approval of the 2020 Congress.

(Proposal 24, Committee 3, 6th meeting)

Resolution C 24/2016**Draft Istanbul Business Plan**

Congress,

Noting

that, in accordance with article 107.1.3 of the General Regulations of the Union, the Council of Administration examines the draft quadrennial UPU business plan approved by the Congress, and finalizes it by bringing the activities set out in the draft plan for the four-year period into line with the actual resources available,

Recognizing

that the finalized version of the quadrennial business plan, completed and approved by the CA, will then form the basis for the preparation of the annual UPU Programme and Budget, as well as the operating plans to be drawn up and implemented by the CA and POC,

Noting also

that Congress proposals of a general nature that have financial implications and provide instructions to the permanent bodies of the Union are included in the draft quadrennial UPU business plan to be adopted at the 26th Congress,

Approves

the draft Istanbul Business Plan, including all the work proposals contained therein,

Instructs

the Council of Administration to carry out regular updates to the draft Istanbul Business Plan in the 2017–2020 cycle in line with the decisions taken by Congress,

Also instructs

the Council of Administration, with the support of the International Bureau, to prepare and present the draft Business Plan for 2021–2024 to the 2020 Congress.

(Proposal 28, Committee 3, 6th meeting)

2 Acts of the Union

2.1 General

Resolution C 1/1952

Opinions, interpretations and formal opinions adopted by a Congress

The 13th Congress, meeting at Brussels, considers and formally declares that the opinions, interpretations and formal opinions relating to the Acts of the Union, adopted by various Congresses and referred to in the minutes of the meetings, do not have the same legal value as the Acts to which they apply. The purpose of these opinions, interpretations, etc, is to facilitate, where necessary, the interpretation of the Convention and the Agreements.

(French Documents of the 1952 Brussels Congress – volume II: pages 141, 317, 318)

Recommendation C 1/1964

Accession to the Agreements

A number of member countries do not sign the UPU Agreements relating to certain optional services even though these services exist in their countries. Instead they conclude bilateral Agreements with other member countries in order to regulate this service at the international level. There results from this, rules which differ from those of the UPU and a certain slowing down in the performance of postal operations. Congress therefore recommends that member countries should consistently sign all the Acts of the Union which concern a branch of the postal service existing in these countries.

(French Documents of the 1964 Vienna Congress – volume II: pages 658, 1347)

Resolution C 1/1974

Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress

Congress,

Recalling

the interpretation of the Vienna Congress that the expression “decisions taken by Congress” in article 101, paragraph 5, end, of the General Regulations, includes not only decisions which are the subject of a provision introduced into the Acts but also any other form of decision, such as opinions, formal opinions, resolutions and interpretations concerning the application of the Acts and the operation of the bodies of the Union,

Considering

resolution C 1 of the 1969 Tokyo Congress, by virtue of which the International Bureau published a Compendium of Congress decisions (Paris 1947–Tokyo 1969),

Recommends

the Government of the host country of Congress to notify to the Governments of the member countries of the Union at the same time as the definitive Acts of Congress the other decisions adopted by the latter,

Instructs

the Director-General of the International Bureau:

- a to publish in the definitive documents of each Congress all the decisions adopted by that Congress;
- b to bring the Compendium of Congress decisions up to date after each Congress.

(Documents of the 1974 Lausanne Congress – volume II: pages 959 and 960)

Resolution C 32/1974**Union practice concerning reservations**

Congress,

Considering

on the one hand, article 22, paragraph 6, of the Constitution and, on the other hand, the practice observed thus far in the matter of reservations,

Confirms

the principle according to which reservations to the Acts of the Union must be made in the Final Protocols to these Acts, either on the basis of a proposal approved by Congress, or in accordance with the procedure governing the amendment of the Acts between Congresses, and that, upon admission or accession to the Union, new member countries may continue to benefit from reservations in the Final Protocols which were applicable to them previously in their capacity as part of a Union member country or because they were attached to the Union under article 3, b and c, of the Constitution.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1244 to 1246)

Resolution C 73/1984**Reservations to the Acts of the Union**

Congress,

Concerned

to ensure that international postal services are provided in so far as possible in all member countries in accordance with the uniform regulations and conditions prescribed in the Acts of the Union,

Recognizing

the inalienable right of member countries to formulate reservations to the said Acts within the framework of the provisions in effect, in order to take account of their national peculiarities or other considerations,

Convinced

that minimizing the number of reservations would be in the interest of the member countries of the Union, as a whole,

Requests

the member countries of the Union to resort to the possibility of formulating reservations to the Acts only in cases of absolute necessity,

Instructs

the International Bureau to invite the member countries, before each Congress, to reconsider their reservations appearing in the Final Protocols to the Acts of the Union.

(Documents of the 1984 Hamburg Congress – volume II; pages 191, 339)

Resolution C 74/1984

Summary of the main amendments to the UPU Acts and of the major decisions taken by Congress

Congress,

Considering
the large number of decisions adopted by every Congress which have subsequently to be incorporated in the postal legislation or regulations of all Union member countries,

Noting
that this represents a heavy workload, in particular for the postal administrations of the developing countries,

Taking the view
that it is greatly desirable to make means of facilitating this work available to administrations,

Instructs

the International Bureau to publish a summary of the main amendments to the UPU Acts and of the major decisions taken by Congress.

(Documents of the 1984 Hamburg Congress – volume II; pages 191, 339)

Resolution C 29/1994

Notification to the International Bureau of information from member countries concerning the designation of the entity or entities to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services

Congress,

In view of
the emergence in an increasing number of countries of the situation in which governmental oversight of postal services is being separated from the actual commercial and operational management of postal services, with the body responsible for the former often called the “regulator” and the body responsible for the latter often called the “public operator”,

Considering
the circumstance in which a member country may choose to designate more than one entity, public or private, as an operator to be responsible for fulfilling obligations arising from adherence to the Convention and Agreements,

Recommends

in order that the International Bureau may report developments regarding the legal status and organization of the members of the Union:

- i that member countries which apply the separation of governmental and regulatory activities from commercial and operational activities notify the International Bureau within six months of signing the Acts of the Union of the name and address of the governmental body responsible for overseeing postal affairs and provide the same information regarding the entity or entities designated to fulfill obligations arising from adherence to the Convention and Agreements;
- ii that member countries communicate any change in respect to this information to the International Bureau at least three months prior to the date of implementation of this change,

Decides

that, in the circumstance in which a government formally designates more than one entity to be responsible for fulfilling its obligations arising from adherence to the Convention and Agreements, subject to that country's internal laws and government policies, each such entity may be represented at meetings of the Union's bodies considering services for which it is responsible,

Declares officially that

- i the term "postal administration" in the Acts of the Union shall be defined by each member country within the framework of its national legislation;
- ii the formal and institutional references contained in the Constitution or the General Regulations and affecting postal administrations will apply to the public service operators and to the governmental authorities, in accordance with the national legislation of each country.

(Proposal 040, Committee 3, 4th meeting)

Decision C 3/2008**Interpretation of the term "member country" replacing "postal administration" in the Acts of the Union**

Congress,

In view of

the need to amend the Acts of the Union, including the replacement of the term "postal administration" hitherto used in the Acts of the Union with the terms "member country" and "designated operator", as requested by resolution C 11/2004 adopted by the Bucharest Congress (hereinafter referred to as the "replacement"), as well as the need to prevent an obstacle for each member country to ratify or accept the Acts of the Union which would be caused by the replacement,

Considering

the fact that each member country was allowed to define the term "postal administration" stipulated in the Acts of the Union within the framework of its national legislation before the replacement, based on resolution C 29/1994 adopted by the Seoul Congress, meaning that some member countries interpreted the term "postal administration" as "governmental authorities responsible for postal services which are stipulated in the Acts of the Union" and that this replacement does not intend to change the concept of the aforementioned resolution and the location of power of supervision over postal services stipulated in the Acts of Union,

Declares officially that

without prejudice to the definition provided in the Acts of the Union, the term member country may include, in order to implement the obligations arising from the Acts of the Union, the “governmental authorities responsible for postal services stipulated in the Acts of the Union” within the framework of member countries’ national legislation, as the context requires.

(Proposal 21, Committee 3, 1st meeting)

Resolution C 21/2008**Continuation of activities to study and refine the Acts of the Union after the 24th Congress**

Congress,

Commending

the Acts of the Union Project Group and Committee 2 of the Council of Administration for their accomplishments during the four-year cycle from 2005 to 2008,

Observing

that the Acts of the Union Project Group undertook to study measures to introduce greater precision in the Acts through the expanded use of definitions and differentiation between the terms “postal administration”, “member country” and “designated operator”,

Considering

that the effort to review, clarify, and harmonize the Acts of the Union will promote their readability and thereby simplify interpretation of the Acts,

Noting with satisfaction

that the UPU practical guide for drafting legislative texts was published as a result of the work carried out by the Acts of the Union Project Group,

Anticipating

that the introduction and adoption of amendments to the Acts at this Congress may require further substantive review of the texts,

Convinced

that the provisions of the Acts of the Union as well as other legal texts of the Union should be further reviewed and refined in order to ensure the coherence and harmonization of the texts of the UPU Acts during the next four-year cycle after the 24th Congress,

Instructs

the Council of Administration, with the support of the International Bureau:

- to review the Acts of the Union in order to identify inconsistencies and enhance the clarity of these Acts;
- to submit proposals to modify the Acts of the Union to the next Congress.

(Proposal 06, Committee 3, 2nd meeting)

Resolution C 22/2008

Study on the topical value of certain provisions of the Acts of the Union

Congress,

Aware

that the Convention of the Universal Postal Union came into force on 1 July 1875, that the regulatory framework of the Union has since then undergone numerous changes, and that it has been adapted from time to time over the years,

Noting

that in spite of all these changes certain provisions of the Acts of the Union may have become obsolete or may no longer meet the realities of the present day,

Also aware

that the international postal market is changing rapidly and that international universal postal services nowadays compete with other forms of communication, notably electronic services, which are often considered to be more modern and more efficient,

Acknowledging

that an initiative for updating the Acts of the Union will be considered as another sign that the world's postal services are going along with such developments and are making serious efforts to align the regulations for the exchange of international mail with trends in society and technical progress,

Also acknowledging

that such an initiative is not intended to redo all the good work carried out in the recent past for the recast of the Acts of the Union, and will have no influence whatsoever on the guiding principles of the Acts of the Union, but has to be considered as a logical next step in the continuous process of bringing the provisions of the Acts of the Union up to date in order to maintain and enhance their value for optimal regulation of the exchange of international mail,

Convinced

that the awareness that the topical value of the provisions of the Acts of the Union is under permanent scrutiny will contribute to the recognition of the Acts of the Union as the undisputed base for the regulation of the exchange of international mail now and in the future,

Also convinced

that a broadly based initiative will ensure an integral approach and will thus prevent Union members from each submitting proposals for certain areas of interest only, which could result in a lack of coherence,

Instructs

The Council of Administration and the Postal Operations Council to take the necessary initiatives for undertaking a common study for the determination of those provisions of the Convention and the Letter Post and Parcel Post Regulations which may have become obsolete or may need to be adapted or completed to align them with related developments, and giving guidance to the realization of solutions on the basis of the findings.

(Proposal 46, Committee 3, 2nd meeting)

Resolution C 42/2008**Study on establishing a permanent Universal Postal Convention and Postal Payment Services Agreement**

Congress,

Considering
the benefit of ensuring the legal stability of the international postal service between member countries by establishing a permanent Universal Postal Convention and Postal Payment Services Agreement (hereinafter referred to as "Convention" and "Agreement", respectively),

Recognizing
the amount of work of the member countries, due to the present procedure on the Convention and Agreement, which requires the existing Convention and Agreement to be wholly replaced by the new ones adopted at each Congress,

Also taking into account
the time necessary for the member countries to consider the effect of having such a permanent Convention and Agreement,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- undertake a study with the purpose of determining whether it would be beneficial to establish a permanent Convention and Agreement;
- draft any proposals that are necessary as a result of the study and submit them to the 25th Congress;
- ensure that all interested member countries have the opportunity to take part in the aforementioned study.

(Proposal 87.Rev 1, Committee 3, 5th meeting)

Resolution C 59/2008**Making the wording of reservations more explicit**

Congress,

Considering
that ambiguity in the text of reservations may cause misunderstandings,

Aware
of the importance of preventing any partiality in the interpretation of the Acts and the relevant Protocols,

Invites

all UPU member countries to use explicit wording in the texts of their reservations to the different Acts of the Union.

(Proposal 76, Committee 4, 5th meeting)

Decision C 25/2012**Entry into force of the Acts of the 2012 Doha Congress**

Congress,

Decides

to set 1 January 2014 as the date of entry into force of the Acts of the 25th Congress.

(Proposition 07, Commission 3, 5th meeting)

Resolution C 68/2012**Study of the use and definitions of terms and expressions in the Acts of the Union**

Congress,

Being aware

of the existence of many terms and expressions used in the provisions of the Acts of the Union, and their important legal implications,

Acknowledging

that it is very important that all legal terms be clearly defined and used in a consistent manner in all the provisions of the Acts, thus ensuring the legal clarity of the texts and helping all Union member countries to interpret the Acts easily and without ambiguity,

Recognizing

the need to organize all these definitions in a single article to ensure better understanding by Union member countries,

Instructs

the Council of Administration, in conjunction with the International Bureau:

- to review and study the collection of terms and expressions in the Acts, particularly in the Constitution and the Convention, in order to ensure the coherent use of the terminology in the Acts;
- to include, in that study, issues raised in proposals 10.1B1, 10.1B.2, 20.1.3 and 20.1.8, which were withdrawn for further study by Committee 3;
- to submit proposals to the next Congress.

(Proposals 70, 71 and 82 (merged), Committee 3, 1st meeting)

2.2 Constitution

Decision C 72/1984

Jurisdiction of the Union – Interpretation of article 3, b, of the Constitution

Congress

Decides

that the term “post offices set up by member countries in territories not included in the Union” contained in article 3, b, of the Constitution shall henceforth designate post offices established by member countries in territories which are uncontrolled or jointly possessed, or internationalized by the international community.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 335 to 339)

2.3 General Regulations

Resolution C 63/1984

Reproduction of documents in Chinese, German, Portuguese and Russian

Congress,

In view of
article 107¹, paragraphs 1 and 6, of the General Regulations,

Taking into account
the genuine need for the reproduction of documents in Chinese, German, Portuguese and Russian,

Decides

that the amount of costs to be borne by the Union for the reproduction of documents in these languages shall not exceed the sum of 150 000 Swiss francs a year per language group.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 322, 323)

Resolution C 1/2012

Recast of the General Regulations

Congress,

In view of
resolution C 21/2008 of the 24th Congress, held in Geneva in 2008, regarding continuation of the work to study and refine the Acts of the Union,

¹ Gen Regs (Doha 2012), art 155.

having noted with satisfaction
the results of the CA study on the recast of the General Regulations,

Considering
the fact that, during the consultations arranged by the CA, all Union member countries had the opportunity to comment on the recast texts,

Noting
that the new texts take into account the comments from member countries,

Decides

to adopt, as the basis of its deliberations, the final draft of the General Regulations.

(Proposal 01, Committee 3, 1st meeting)

2.4 Convention

Resolution C 28/2012

Continuation of the study on the possibility of establishing a permanent Universal Postal Convention after the 25th Congress

Congress,

Commending
the Acts of the Union Project Group and Committee 1 (Governance Issues) of the Council of Administration on their accomplishments during the four-year cycle from 2009 to 2012 in relation to their study on the establishment of permanent Acts of the Union,

In view of
the positive results of the survey on the establishment of a permanent Universal Postal Convention, which showed a large majority of member countries to be in favour of changing the current practice whereby all the Convention texts are renewed at each Congress,

Recognizing
that further examination of this question may be needed in order to meet the expectations of resolution C 42/2008 of the 24th Congress,

Convinced
that member countries would benefit from steps to ensure the legal stability of the international postal services and from the decrease in the workload entailed by the approval process that would result from the establishment of a permanent Convention,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- further study the draft provisions and the impact of establishing a permanent Convention;
- ensure that all interested member countries have the opportunity to take part in the aforementioned study;
- submit proposals to amend the relevant Acts of the Union to the 26th Congress.

(Proposal 47, Committee 3, 5th meeting)

2.4.1 Common questions applicable to the international postal service

Recommendation C 9/1957

Faster mail conveyance¹

In order to speed up the transport of mails, postal administrations may make use of direct mail vans whenever they consider this service necessary. Details on the running of these vans shall be contained in the respective agreements between the administrations concerned.

(French Documents of the 1957 Ottawa Congress – volume II: pages 65, 514)

Formal opinion C 7/1964

Indications to be given by the date-stamp

Congress expresses the formal opinion that correspondence should be stamped on the front by the office of origin with the imprint of a date-stamp showing the place of origin in Roman letters and the date of posting in Arabic numerals.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1121, 1370)

Resolution C 23/1964

Freedom of transit²

Congress,

Considering
that freedom of transit is one of the essential and fundamental principles of the Universal Postal Union,

Appeals

to the good faith and solidarity of all the member countries of the Union to ensure, in all circumstances, strict respect for the application of this principle, without which the Universal Postal Union cannot completely fulfil its mission and thus contribute as much as could be wished to the strengthening of the bonds of international friendship.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 874, 1322)

Resolution C 37/1974

Legal and technical possibilities of maintaining postal relations in cases of disputes, conflict or war

Congress,

¹ Conv (Doha 2012), art 4.1.

² Conv (Doha 2012), art 4.

Considering
the peaceful and humanitarian role played by the Universal Postal Union in helping to bring peoples and individuals together,
Convinced
of the need to maintain postal exchanges, as far as possible, with or between regions afflicted by disputes, disturbances, conflicts or wars, and

In view of
the initiatives taken and the experience of certain Governments or humanitarian organizations in this field,

Appeals urgently

to the Governments of member countries, as far as possible and unless the United Nations General Assembly or Security Council has decided otherwise (in accordance with article 41 of the United Nations Charter), not to interrupt or hinder postal traffic – especially the exchange of correspondence containing messages of a personal nature in the event of dispute, conflict or war, the efforts made in this direction being applicable even to the countries directly concerned, and

Authorizes

the Director-General of the International Bureau of the UPU:

- i to take what initiatives he considers advisable to facilitate, while respecting national sovereignties, the maintenance or re-establishment of postal exchanges with or between the parties to a dispute, conflict or war;
- ii to offer his “good offices” to find a solution to postal problems which may arise in the event of a dispute, conflict or war.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1243)

Formal opinion C 55/1974

Circulation of bags

Congress,

...¹

Considering
it important that the circulation of bags be speeded up and that it is not sufficient that administrations owning bags which have been withheld, mislaid or misused should simply be reimbursed their value,

Invites

the postal administrations of Union member countries to take within their services such measures as may ensure the rapid circulation and frequent return of all empty bags belonging to other administrations.

(Documents of the 1974 Lausanne Congress – volume II: pages 971, 974, 975, 1344)

¹ Lapsed.

Formal opinion C 10/1979

Advice of delivery¹

Congress,

Noting

that not all administrations of member countries admit the advice of delivery for ordinary parcels,

Considering

that this service is frequently requested by senders to certify the posting or receipt of registered items and ordinary or insured parcels,

Requests

postal administrations to make a general practice of using the advice of delivery for all the above-mentioned items and to execute this service with the full attention which it requires.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1640, 1733)

Formal opinion C 47/1979

Writing of addresses

Congress,

Noting

that postal items, the address on which is incorrect, incomplete, illegible or written in letters other than Roman and figures other than Arabic, seriously hamper the delivery service,

Considering

the number of items posted with incorrect addresses,

Urges

administrations to recommend users to write the addressee's address on all items in conformity with the relevant provisions of the Convention.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1163, 1530, 1765)

Recommendation C 20/1984

Packaging used for the conveyance of postal items

Congress,

Noting

that the use of packs sold by postal administrations is on the increase,

Noting however

that users of such packs tend to neglect the interior packing,

¹ Conv (Doha 2012), art 15.3.3.

Invites

postal administrations to inform users employing the packs sold by postal services of the need:

- to use appropriate interior packing as well; and
- to make sure that the outside wrapping is properly closed;

so that the items concerned can be processed and conveyed satisfactorily.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 519)

Resolution C 26/1984**Postal monopoly**

Congress,

In view of

the results of the study arising from 1979 Rio de Janeiro Congress resolution C 78 which instructed the CCPS to study the situation regarding the postal monopoly in the countries of the Union and means of combating competition from private undertakings in the conveyance of documents,

Considering

that the postal service is based in particular on the efficiency and reliability of the services rendered, on the one hand, and on the financial capacities of postal administrations on the other,

Stressing

that the Post, as a universal service, is bound to offer all users, equally, the possibility of communicating on the same conditions, inter alia, by paying the same postal rate regardless of whether they live in urban or rural areas,

Persuaded

that this public service mission would not be taken into account by a collection of private networks, the operation of which, based mainly on profitability, would give preference to heavy traffic flows,

Noting

the efforts and sizeable investments made by Union member countries to maintain, improve and expand a postal infrastructure designed to serve all their citizens and, consequently, to promote economic, social and cultural development in their countries,

Aware

that it is not for the UPU to prepare protective legislation in this field since the postal monopoly does not have a definition common to all countries and is essentially a matter of national legal concern,

Considering, however

the serious consequences for the postal services and, ultimately, for national and international postal communications networks which would result from the elimination or weakening of the postal monopoly,

Appeals

to the governments of Union member countries:

- a to maintain the postal monopoly in order to ensure that all of their citizens have equal access to a universal postal service;
- b to define clearly the items which fall within the scope of the postal monopoly; and

- c where appropriate, to instruct the Customs and other national authorities to assist the postal authorities in enforcing the postal monopoly.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 347)

Recommendation C 30/1989

Deadlines for replies to questionnaires

Congress,

Considering

the very important role of questionnaires for collecting the data required for studies conducted in the form of inquiries by various Union bodies and for the compendia and statistics published by the International Bureau,

Since

it is vital that the data supplied by postal administrations in reply to questionnaires should be as reliable and complete as possible to ensure that the studies and publications concerned produce good results and are effective,

Recognizing

that the postal administrations of member countries must have enough time – varying between one month for simple questionnaires and three months for complicated questionnaires (net time calculated from the date of receipt of the questionnaires until that of their return) – to be able to provide cogent replies to questionnaires,

Invites

- the permanent bodies of the Union to take account of the above-mentioned minimum times in preparing their work timetables whenever it proves necessary to use the questionnaire method to seek information from some or all of the postal administrations of member countries;
- the member countries of the Union to meet the deadlines set in the questionnaires,

Instructs

the International Bureau to ensure that the deadlines for replies to questionnaires are set in accordance with the desiderata set out in this recommendation.

(Proposal 07, Committee 3, 3rd meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 32/1989

Items for delivery free of charges and fees

Congress,

Considering

that the service for delivery of items free of charges and fees (FDD) is a valuable service for large business customers of the Post, which can use the service for mailing products to their customers, without the need for the addressees to pay customs fees and similar charges,

Noting

that, although many administrations offer the FDD service for postal parcels, not all of them also offer the service for customers in the letter-post services,

Considering that, for customers of the Post, the letter-post services often offer a service that is quicker, and especially simpler, in terms of customs documentation and procedures,

Recognizing therefore, that this service in the letter post is an attractive service especially for customers who wish to send low value goods within the limits of the C 1 green label¹,

Recommends

postal administrations to include the service for delivery of items free of charges and fees as widely as possible in their range of letter-post services, and in their relations with other administrations that already offer the service.

(Proposal 2000.17, Committee 4, 5th meeting)

Recommendation C 34/1989

Packaging used for the conveyance of postal items

Congress,

In view of decision C 21 of the 1984 Hamburg Congress instructing the Consultative Council for Postal Studies to examine with the International Organization for Standardization (ISO) the possibility of laying down norms concerning the packaging sold by postal administrations,

Considering the provisions of article 20, paragraph 1, c, of the Universal Postal Convention and of article 113, paragraphs 1, c, and 2, of its Detailed Regulations (Hamburg 1984),

Basing itself on the results of study 635 conducted by the CCPS,

Aware of the difficulties involved in providing the packaging issue with greater standardization than currently exists,

Noting the possibilities available to the administrations for applying the standards defined by the IS,

Concerned to facilitate the identification of postal markings as well as the handling and sorting of packing bags, cartons and boxes,

Recommends

that the postal administrations:

- a use, for the closing of packing bags, either an adhesive or a self-adhesive closing mechanism, particularly for reasons of labour protection, the latter method to be used especially in cases where it is required that control of the content of an item shall be possible;

¹ CN 22 (Doha 2012).

- b ensure that the markings conform to the relevant provisions of the Universal Postal Convention and its Detailed Regulations with regard to the address area on packing bags, cartons and boxes;
- c provide an area for stamps on packing bags, for technical and work method reasons, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention;
- d provide, by mutual agreement, areas for markings and imprints on packing bags, cartons and boxes, in accordance with the provisions of the Detailed Regulations of the Universal Postal Convention, viz:
 - a specific area for technical postal markings;
 - a specific area for the postal category of the items;
- e use a single common colour combination on packing bags, cartons and boxes making as big a contrast as possible between the colour of the packaging and the printed markings;
- f should it be possible to standardize the address area on packing bags, cartons and boxes, study the possibilities of using packing bags, cartons and boxes without any text printings;
- g not require a separate wrapping in the international postal traffic for packing cartons and boxes;
- h bring the above recommendations to the attention of their customers.

(Proposal 2500.5, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Resolution C 71/1989

Methods for improving the return of empty mailbags

Congress,

Recognizing

that mailbags remain, and are likely to remain for some time, the principal means by which mail is carried throughout the world,

Noting

that the non-return of international mailbags can be for many countries, both developed and developing, detrimental to the efficient provision of services,

Urges

all administrations to return empty mailbags, both efficiently and promptly, to the countries to which they belong, by rigorously observing the requirements of article 168 of the Detailed Regulations of the Convention,

Invites

all administrations to consider the conclusions and recommendations contained in the report of study 625 as carried out by the Consultative Council for Postal Studies and intended for publication as a Collection of Postal Studies brochure,

Recommends

- a those administrations which have problems caused by the non-return of mailbags to consider setting up simple but cost-effective recording systems in order to ascertain:
 - the proportion of bags which are not returned;
 - whether that proportion can be considered as an acceptable loss;
 - which administrations may be principally responsible for the failure to return bags;

- b those administrations which have such problems to make direct contact with the administrations concerned to seek the return of their bags or, failing that, applying the provisions of article 168, paragraphs 6 and 7¹, in order to obtain reimbursement;
- c all administrations to consider the use of schemes for bag-sharing, or the reciprocal use of mailbags, as well as the use of one-trip mailbags, in order to increase the availability of mailbags;
- d all administrations to consider the more extensive use of containers for conveying loose-loaded parcels, letters in letter trays or boxes and similar types of mail which do not require the use of mailbags.

(Proposal 2500.1, Committee 4, 9th meeting; Congress – Doc 78.2, 14th meeting)

Recommendation C 76/1989

Increased containerization of mails

Congress,

Noting
the results of CCPS study 626 (CCEP 1988/C 2 – Doc 3.6a),

Recognizing
that bilateral tests have effectively demonstrated the benefits of using receptacles other than bags (such as trays) in the exchange of mails,

Urges

administrations to proceed with the development and use of such receptacles in their service for both internal and international operations, and

Recommends

that administrations which are already implementing or developing a containerization programme actively seek bilateral agreements for use of these receptacles in their international service.

(Proposal 2000.9, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 55/1994

Postal relations on the Korean peninsula

(For the text, see page 57)

Resolution C 47/1999

International Id-tagging and image transmission policy and plan

Congress,

Taking note
of the International Id-tagging and image transmission policy and plan put forward in Beijing Congrès–Doc 75,

¹ 1984 Hamburg text.

Bearing in mind

that postal operators will expand the use of machines and technical equipment for mail sortation in order to improve the quality of service and reduce processing costs,

Realizing

- that currently a number of postal operators are unable to optimally use their equipment for processing international mail because there is no commonly agreed International Id-tagging and image transmission policy and plan; and
- that an International Id-tagging and image transmission policy and plan needs to promote interoperability of the international postal network in order to meet quality of service expectations,

Aware

- of the potential benefits arising from an International Id-tagging and image transmission policy and plan in terms of quality of service and cost-effectiveness;
- of the risks and costs that may arise especially for those countries that consider buying automated mail processing equipment in the near future if their equipment is not compatible with a commonly agreed International Id-tagging and image transmission policy and plan,

Noting

- that the Technical Standards Board has already defined standards that could be used for tag coding international mail;
- that the Letter Post Regulations already reserves a specific area on the reverse side of the mail item for Id-tagging per standard S18;
- the progress made by postal operators in the implementation of automated mail processing equipment and image transmission;
- the interest shown by equipment suppliers in practical work in this field,

Decides

- that the Union and postal operators should promote the International Id-tagging and image transmission policy and plan and, in particular, should encourage their continued development and refinement;
- and conduct related testing and standards development,

Invites**Postal operators:**

- to actively contribute to the final definition and implementation of an International Id-tagging and image transmission policy and plan, bearing in mind the need for interoperability and harmonization;
- to involve customers, postal equipment suppliers and any other parties in the introduction of such a policy and plan,

Urges

especially those postal operators that currently use automated mail processing equipment to assist countries having plans to acquire similar technology by helping them to identify their requirements in a timely fashion,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each in its area of responsibility, to monitor and support the development and implementation of all necessary measures to realize

an International Id-tagging and image transmission policy and plan in both the developed and the developing countries.

(Proposal 037, Committee 6, 3rd meeting)

Formal opinion C 78/1999

Provision of information concerning postcodes

Congress,

Considering
the importance, for international postal exchanges, of having the correct postcode appear on items,

Invites

administrations to accede to requests from other administrations wishing to obtain free of charge from their information services a number of copies of their lists of postcodes in the form of either books or brochures or some electronic medium, including, where appropriate, the names of streets, etc.

(Proposal 20. 0.11, Committee 7, 3rd meeting)

Recommendation C 108/1999

UPU Postal Operators Statement of Values

Congress,

Recognizing
the benefit of the UPU Mission Statement contained in resolution CA 10/1998 as representing a clear statement of why the Union exists and what it aims to achieve,

Noting
that it is increasingly the practice of organizations to accompany their Mission Statements with Statements of Values, which express in simple straightforward language the key principles and types of behaviour which characterize the way in which they carry out their business, in terms of relations with their employees, their customers, and with other organizations,

Approves

the text shown in the annex as the UPU Postal Operators Statement of Values, which complements the UPU Mission Statement,

Recommends

- that the Statement of Values should normally be published, communicated and displayed by the UPU alongside and in similar circumstances to the Mission Statement, for example, at the start of key UPU documents of importance to the postal operators such as the Beijing Postal Strategy, key documents of the Postal Operations Council on the UPU website, in appropriate UPU publicity material, in public positions within the IB building and so on;

- that the postal operators of UPU member countries should consider using the UPU Statements as inspiration for publishing, displaying and communicating throughout their organizations their own Mission Statements and the Statements of Values in similar ways.

(Proposal 066/Rev 1, Committee 3, 6th meeting)

Annex

UPU Postal Operators Statement of Values

We, the postal operators with universal service obligations, working together within the context of the UPU, recognize that the international postal market is increasingly characterized by liberalization, deregulation, and rising customer expectations, in addition to growing competition from technological substitution and private competitors, as well as between the public operators of member countries.

In order to provide the services which customers demand in this highly competitive market we, the postal operators of the UPU, endorse and uphold the values shown below in our relations with each other, our staff and our customers.

As postal operators within the UPU, we each care about:

The single postal territory

Promoting the maintenance of high quality universal postal services and the free circulation of mail across borders, by:

- acting as suppliers and customers to each other;
- /.../
- relentlessly pursuing continuous improvement and dedication to highest quality services for our customers;
- working together to fulfil the UPU Mission.

Focus on customers

- Understanding what customers need, and doing all we can to satisfy them.
- Providing the levels of quality of service, security and reliability which our customers demand.
- Acting promptly and effectively in dealing with customer complaints.
- Always identifying the effects on our customers of everything we do.

Respect

- Respecting every item of mail and recognizing its importance to sender and receiver.
- Treating others as we would wish to be treated.

Taking pride in what we do

- Working together to deliver all our promises all the time, especially to customers.
- Challenging poor performance in ourselves and others.
- Being professional in our work, and continually building our expertise.

Solidarity and development

- Showing solidarity in supporting postal development.

Resolution C 49/2004

POST*CODE® products and services

Congress,

Noting

- that the POST*CODE® products and services have been designed with a view to improving quality of service for international mail, by enabling the senders of postal items to format addresses as accurately as possible, and in accordance with the rules laid down by the Universal Postal Convention;
- that the preparation of standard S42 on international address components and formats is capable of improving the quality of exchanges and deliveries of income-generating mass mail, and enabling automatic formatting of addresses;
- the need for the UPU to play a more active role in the promotion of international addressing;

Aware

that expanded use of addressing techniques by major postal customers can bring about a significant improvement in the quality of postal transmissions and deliveries;

Considering

that the POST*CODE® products and services help:

- the addressees of postal items, who benefit from better quality transmissions;
- postal administrations, enabling them to supplement the range of postcode files available nationally to their major customers;
- major customers of Posts to reduce their costs by harmonizing the postcode data they use in their address checking or correction software;
- member countries through the promotion of good addressing practices,

Urges

the postal administrations of all Union member countries:

- a to make their national postcode files available to their customers;
- b to maintain a permanent point of contact between the International Bureau and their addressing services;
- c to provide, on a regular basis, the International Bureau with full postcode data and files, accompanied by documentation explaining the structure of address types within their territory;
- d to provide the International Bureau with their postcode files free of charge, if possible to street level, for testing the Universal POST*CODE® DataBase;
- e to facilitate the full updating of the Universal Postal List of Localities in electronic format, to enable in particular rapid searching of the names of localities or postcodes of 190 countries both by postal operators and by private users who only wish to perform occasional address checks, whilst safeguarding the intellectual property of Posts and their sources of income, on the one hand, and citizens' privacy, on the other;
- f to set up and maintain postcode databases to locality and street level and extend these bases to mail delivery points in order to promote direct mail activities,

Instructs

The Postal Operations Council:

- to take the necessary measures to enable the continued development and technological evolution of the POST*CODE® products and services;

- to authorize, exceptionally and upon express request, incorporation of additional data into the Universal POST*CODE® DataBase;
- to continue work on standard S42;
- to carry out promotion and technical assistance for the establishment and improvement of postcode systems.

(Proposal 014, Committee 7, 2nd meeting)

Resolution C 37/2008

Counterfeit and pirated items sent through the post

Congress,

Noting

that the postal channel is used, together with other distribution channels, for the sending of counterfeit and pirated items,

Notwithstanding

the work on intellectual property under way at other competent international organizations,

Noting further

that the POC Committee 3 Customs Support Project Group has carried out a study on customs and security-related issues concerning intellectual property matters in the Union,

Realizing

that the results of the study revealed that the designated operators have no legal competence in determining whether an item is counterfeit or whether a customs declaration has been falsely completed,

Considering

that it is the responsibility of the competent national authorities to define counterfeit items in accordance with their national legislation,

Also realizing

that the legislation of member countries on how to deal with counterfeit and pirated items varies from country to country,

Aware

that the above problems cause operational difficulties and legal problems for the countries concerned,

Urges

UPU member countries, in the context of their national legislation, to encourage their designated operators to:

- take all reasonable and practical measures to support Customs in their role in identifying counterfeit and pirated items in the postal network;
- cooperate with the relevant national and international authorities to the maximum possible extent in awareness-raising initiatives aimed at preventing the illegal circulation of counterfeit goods, particularly through postal services.

(Proposal 40, Committee 4, 3rd meeting)

Resolution C 12/2012

Postal economics

Congress,

Recognizing

the progress achieved by the Council of Administration Postal Economics Project Group (PEPG) in developing and disseminating economic research on the worldwide postal sector aimed at ensuring more informed decision making at the sectoral level and at facilitating resource mobilization and funding for investments in postal infrastructure,

Also recognizing

the expertise demonstrated in assessing the impact on the postal sector of financial and macroeconomic crises, and at times environmental or security crises, as well as the positive effects of postal inclusion policies on development, be they through financial and digital inclusion, addressing systems, or trade facilitation for micro, small and medium-sized enterprises,

Recalling

the United Nations Millennium Development Goals and the historical impact of the postal network on economic and social development,

Aware

of the work initiated by the PEPG to understand the workings of the economic regulatory function and its evolution at the domestic and regional levels,

Also aware

of the work using UPU databases and postal statistics to develop international mail market indicators linked to trade and other macroeconomic aggregates which contribute to an understanding of the short- and long-term drivers of international mail exchanges, and help to predict international mail trends in a timely manner,

Recognizing in addition

the scarcity of postal economic research on emerging and developing countries relative to that on industrialized countries,

Convinced

of the need to pursue the Union's postal economic research work at a time of structural change and transformation in the postal sector,

Also convinced

of the need to identify benchmark practices and strategies to nurture the debate at the worldwide and regional levels and to facilitate better decision making,

Invites

member countries to develop a national policy on statistical collection and dissemination, especially in emerging and developing countries, to reach a better economic understanding of their postal markets and their impact on the economy, through cooperation with the relevant governmental and non-governmental agencies, customers and suppliers,

Instructs

the Council of Administration to:

- further develop the postal economics research work during the Doha cycle;

- develop methodologies for economic analysis and organizational research relevant to member countries on postal sector economic regulation;
- develop sets of international mail market indicators on any other topic considered as a priority in terms of postal economic modelling during the 2013–2016 period;
- design economic measurement tools for international postal exchanges;
- monitor the economic impacts of any major crisis which the postal sector may face during the 2013–2016 period;
- assess the impacts of postal inclusion policies on economic and social development, particularly those contributing to the achievement of the United Nations Millennium Development Goals;
- take appropriate measures to ensure implementation of the postal economics research programme,

Also instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the outcomes of the postal economics research with a view to leveraging sector economic analyses into the work of the various Union bodies for the benefit of member countries,

Further instructs

the International Bureau to:

- fully exploit the potential of available UPU operational databases and postal statistics, and to fill data gaps with the most reliable and statistically accurate estimates;
- conduct economic analyses on the postal sector, applying sound methodologies for a better economic understanding of postal markets worldwide, particularly in developing and emerging countries,
- support the development of postal economic analysis and modelling of member countries with a view to improving postal policies, regulatory design and evaluation methods;
- invite, without prejudice to the relevant provisions concerning establishments of formal contracts between the UPU and third parties, the economic departments of academic institutions and international public organizations to participate in postal economics research activities and discussions referred to herein and to share their analyses of the postal sector economy, especially as regards economic modelling and policy evaluation work;
- share the economic research outcomes with relevant stakeholders through publications, workshops and conferences;
- report to the Council of Administration.

(Proposal 41, Committee 7, 1st meeting)

Resolution C 33/2012

Promoting cross-border e-commerce

Congress,

Considering

that the 21st century is the information society era, in which various forms of Internet-based economic activities are developing at unprecedented speed,

Also considering

that the explosive development of e-commerce is changing people's way of life,

Recognizing

that e-commerce is an effective tool for countries to enhance their economic strength and optimize the allocation of resources,

Aware

that the consumption revolution triggered by e-commerce is creating sound development opportunities for businesses,

Also aware

that demand for cross-border e-commerce transactions is increasing significantly as a result of the rapid development of e-commerce, and that there is huge potential for developing markets and increasing profit margins,

Further aware

that Posts are actively exploring ways of becoming main providers of cross-border e-commerce solutions,

Also recognizing

that facilitating international e-commerce is an integral part of the Doha Postal Strategy,

Further recognizing

that a number of problems have been identified in the development of e-commerce,

Convinced that

these are important issues of common interest to governments and postal operators,

Urges

the member countries to strengthen their cross-border e-commerce exchanges and draw upon each other's experiences in an effort to promote best practices and seek effective, efficient and convenient cross-border e-commerce channels,

Also urges

the Postal Operation Council to strengthen cooperation among Posts by developing a cross-border e-commerce cooperation framework, within which exchanges of best practices could be encouraged in order to drive business innovation and cross-border e-commerce transaction volumes,

Further urges

the Council of Administration to strengthen policy and technology cooperation between the postal sector, customs and other agencies by constantly increasing the security of cross border e-commerce services and the efficiency of customs,

Instructs

the International Bureau:

- to collect information on laws and regulations relating to customs, postal business operations and financial transactions, and to use the information gathered as a basis for conducting studies;
- to study and share best practices of e-commerce platforms built by Posts to stimulate the growth of exports, especially by small and medium-sized enterprises;
- to regularly provide member countries with information based on analyses of bottlenecks hampering the development of cross-border e-commerce in order to enable them to adjust their operations strategies in a timely manner.

(Proposal 51, Committee 7, 2nd meeting)

Resolution C 46/2012

Digital signature certification authority

Congress,

Aware

that letter-post volumes are falling precipitously across the postal market,

Also aware

that with the expansion of the Internet, people are increasingly using e-mail to receive commercial documents such as bills, notifications, letters, business mailings and promotions,

Bearing in mind

that smartphones, which are becoming increasingly prevalent, allow people to access their e-mail from any location and at any moment,

Recommends

that the postal operators of Union member countries and territories request that the relevant authorities designate them as digital signature certification authorities, subject to the provisions in force in national and international regulations,

Invites

the Union's member countries and territories, once digital signature certification authorities are established, to develop or enhance electronic postal products to be offered to their customers,

Urges

the Union's member countries and territories to facilitate the introduction of these electronic postal services by using the standards, regulations and products developed by the Universal Postal Union.

(Proposal 75, Committee 7, 3rd meeting)

Resolution C 48/2012

Address infrastructure strategy

Congress,

Considering

that addressing systems serve many uses and help to form the very basic infrastructure that enables society to function,

Mindful

that the experiences of countries provide examples of the many social benefits of a sound nationwide addressing system and reliable address data accessible to all, and that incorrect or incomplete addresses or the lack of an addressing system adversely affect the provision of public and private services and can have serious consequences, including the possible loss of life, whose value cannot be economically assessed,

Bearing in mind

that, in view of the measures adopted by previous Congresses, considerable effort has been made at international, regional and national level to underscore the importance of quality addressing and to develop and implement effective addressing systems in various countries,

Conscious

that the use of geo-referenced address databases has dramatically increased, particularly in public administrations, local communities and the business sector and that, when available, address data can be incorporated into many IT systems and products used by both the public and private sectors,

Noting

that, in order to implement this resolution, countries should be classified into categories based on level of development, particularly in relation to a best-case scenario that includes the presence of signage identifying street names and house numbers nationwide, a postcode system, addressing standards compliant with international standards (including UPU standards) and up-to-date georeferenced address databases accessible to all through the use of various addressing tools,

Convinced

that the continued support and promotion of quality addressing and postcode systems is essential to the social and economic development of countries, and vitally important to Union activities,

Urges

- the governments of member countries that have not yet introduced an addressing system to:
 - develop the basic rules for creating a national register for address data accessible to all;
 - make the introduction of an addressing system (including the provision of practical instructions and allocation of necessary resources for national and local authorities and possibly designated operators) part of national policies,
- the governments of member countries that have partly introduced an addressing system to:
 - continue efforts to enable local authorities and postal operators to finalize physical and postal addressing nationwide;
 - endorse addressing standards that are in line with international standards;
 - adopt the use of technological addressing tools based on up-to-date information and georeferenced addresses;
 - engage the business sector in developing, deploying and maintaining addressing tools,
- the governments of member countries that have a sound addressing system to:
 - support the development of such systems in other countries by sharing best practices and by co-financing projects through the voluntary funds;
 - update national standards in line with international standards in order to increase the interoperability of data at international level and enable the creation of an international change-of-address system;
 - provide universal access to the national address database, free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws,
 - the governments of all member countries to support the “Addressing the world – An address for everyone” initiative as a step towards achieving the Millennium Development Goals, particularly those relating to governance, the rule of law, democracy and the provision of basic services,

Urges also

the designated operators of member countries to:

- take necessary measures and allocate appropriate resources for developing and implementing a postcode system based on UPU recommendations;
- take actions to adopt postal addressing standards compliant with UPU standards S42 and S53;

- develop and maintain postal databases (to delivery point level where possible), and prepare the relevant technical documentation;
- provide universal access to postal databases free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws;
- develop a national change-of-address system and contribute to an international change-of-address exchange server;
- regularly provide the International Bureau (at least once a year and free of charge) with complete data and updates from their addressing systems and postcode files, together with all relevant technical documentation for general international distribution;
- maintain a permanent point of contact between the International Bureau and their national addressing service;
- promote the direct or indirect use of POST*CODE® databases, products and services;
- verify the accuracy of addresses on outward international items in order to reduce the amount of missent mail;
- continue to support the Union’s efforts to highlight the value of improved address quality, particularly by developing and promoting addressing products and services,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- actively promote, through the “Addressing the World – An address for everyone” initiative, the value of an addressing system as part of a country’s basic infrastructure;
- seek partnerships with relevant international donor agencies and other intergovernmental organizations for projects aimed at implementing and improving addressing systems at national and regional level;
- provide technical assistance to enable countries to introduce and make effective use of a quality addressing system (physical addresses, postcodes, postal standards, address databases and related tools), particularly by developing a national project or participating in a specific regional project as a way of increasing the reach of the postal market and as a responsibility of universal service providers in each country;
- provide continuing guidance to countries on the effective procedures and modalities of addressing projects, including benchmarking with best practices;
- continue to develop and promote addressing standards relating in particular to physical and electronic aspects of addressing, to facilitate the interoperability of data, in cooperation with the ISO and other relevant organizations;
- incorporate the postal addressing and other relevant addressing data of member countries into POST*CODE® products and services, while guaranteeing the protection of intellectual property and sources of income, where applicable;
- raise the profile of improved addressing quality, enabling the continued technological development of POST*CODE® addressing products and services and derived products, particularly by studying and developing innovative technical services and tools;
- develop delivery point database management software based on UPU standards S42 and S53, to be made available to designated operators as needed on a non-discriminatory basis;
- develop, subject to the availability of funding, an international change-of-address exchange server capability to be used by designated operators, other operators and trusted industry players on a reasonable and non-discriminatory basis, based on UPU standards making use of the secure UPU “dot.post” top-level domain, with data offered by universal service providers in accordance with applicable privacy regulations;

- inform and consult with the CA and the Consultative Committee on the development of addressing-related activities,

Also instructs

the Council of Administration to:

- monitor the progress of the “Addressing the world – An address for everyone” initiative;
- seek the commitment of governments to include addressing systems in their national policies;
- actively support the development and implementation of the goals established by this resolution,

Invites

the Consultative Committee to:

- actively contribute to achieving the goals set out in this resolution, particularly as they relate to the provision of knowledge and expertise from the perspective of customers and mailers and the determination of their needs regarding the use of addressing systems;
- develop a catalogue of business solutions and funding possibilities through public–private partnerships;
- foster dialogue with the relevant industry players to stress the importance of cooperation with countries in the development of national addressing systems.

(Proposal 91, Committee 7, 3rd meeting)

Resolution C 49/2012

Implementation of electronic data interchange (EDI) supporting customs and transport security and other authorities

Congress,

Bearing in mind

that expeditious customs clearance and secure transportation of postal items are essential components of the overall quality of international postal services, and that advance submission of information about postal shipments in an electronic format to Customs and other border or security authorities can accelerate the processing of postal items and enhance transportation security,

Aware

that ongoing changes to national or regional legislation and regulations in the areas of customs and transport security are increasingly requiring designated operators, both of origin and destination, to provide advance electronic information on inbound and outbound international postal items prior to receipt or dispatch of the items, for the purposes of customs clearance and aviation security,

Also bearing in mind

that the UPU membership needs to actively coordinate with national customs, border and aviation security authorities, or other competent authorities involved in the formulation, implementation and enforcement of such requirements,

Noting

that the use of electronic transmission of item-level information on postal items can benefit designated operators and customs or other security authorities by improving operations, expediting the flow of legitimate mail, reducing administrative costs and facilitating assessment procedures, while securing the international postal supply chain and enhancing the safety and security of international mail exchanges,

Mindful

of the close cooperation between the UPU and the World Customs Organization and others to support the secure importation and exportation of mail by developing global EDI messaging standards and protocols consistent with the guidelines outlined in the Framework of Standards to Secure and Facilitate Global Trade,

Acknowledging

that the postal sector, through the work of UPU bodies such as the EMS Cooperative, POC Committee 2 (Parcels), the POC C 2 Customs Group, the Telematics Cooperative, the C 1 Transport Group and the Postal Security Group, has successfully developed standards, applications and projects in support of the electronic transmission of data on international mail exchanges, and that these initiatives can support the standards and electronic systems needed by designated operators to meet the current requirements of the customs or security authorities responsible for the regulation of cross-border trade,

Understanding

that there remain disparate levels of resources, expertise, hardware and manpower amongst designated operators, which affect capacities for implementing advanced electronic data on mail items,

Instructs

the Postal Operations Council:

- to continue its efforts to develop and refine standards and procedures consistent with best practices or national legislation, taking into account data/privacy protection and postal secrecy for UPU postal EDI messaging, through the Standards Board, in cooperation with the World Customs Organization and other international organizations, such as IATA and ICAO;
- to support, while mindful of the interests of postal users, the operational implementation by designated operators of advance Customs–EDI transmissions of CN 22/CN 23 information for postal items as part of a UPU response to the requirements being made of the postal sector;
- to ensure that designated operators understand that the UPU does not control national security legislation but is cooperating with the relevant international organizations and countries to ensure a uniform approach to pending requirements that takes into account the desirability of global standards and varying degrees of capabilities among its members;
- to support the fulfilment of these requirements of the postal sector, in a phased-in manner as far as possible, taking into account the different types of mail and the different capabilities of industrialized and developing countries, and to establish a timeline by which these designated operators, so identified, shall commence the required transmissions by a date or dates commencing in 2013;
- to draw up a plan with timelines, in conjunction with the relevant POC groups, regional bodies and other stakeholders and, in consultation with the UPU–WCO Contact Committee and other groups, to build the capacity of those designated operators whose capabilities for implementing electronic customs manifest formalities are identified as needing further development, and to empower them to commence transmissions at a later date, including a plan for financing in a sustainable manner the capacity-building measures and electronic tool usage needed.

(Proposal 31.Rev 1, Committee 7, 4th meeting)

Resolution C 52/2012**Activities relating to operations and accounting**

Congress,

In view of

the work and findings of the Operations and Accounting Review Group, created in response to Bucharest Congress resolution C 33/2004 and reconstituted via resolution C 25/2008 of the 24th Congress,

Recognizing

the continuing need to modernize processes relating to operations and accounting between designated operators and between designated operators and carriers, for all classes of mail (letter post, parcel post and EMS) and for both terminating and transit/transport accounting processes,

Noting

the relevance of the related work being done in the area of data governance and data systems and in many other areas of Union activity,

Further noting

that any modernization of operational and accounting processes will involve an extensive review of the relevant regulations, requiring close collaboration between the groups concerned,

Aware

of the achievements of the Operations and Accounting Review Group in harmonizing operational processes and regulations in collaboration with other POC groups,

Instructs

the Postal Operations Council to continue activities relating to operations and accounting, focusing on efforts to:

- rationalize and harmonize relevant regulations and forms for both letter post and parcel post, liaising towards this end with other POC groups;
- extend the coverage and quality of PREDES messaging with a view to paperless operations and accounting for terminating mail of all classes;
- develop the regulatory framework and the operational capability to achieve paperless operations and accounting for closed transit mail of all classes;
- develop reporting capability to enable designated operators to use global PREDES/RESDES data for business purposes, including service improvement and operational network volume analysis;
- work with the entities responsible to harmonize the relevant processes and operational capability for establishing full connectivity between the QCS and CAPE databases.

(Proposal 60.Rev 1, Committee 7, 4th meeting)

Resolution C 54/2012**Enhanced information regarding transit policy, procedures and charges**

Congress,

Noting

the provisions regarding transit policy, procedures and charges in the Letter Post Regulations and Parcel Post Regulations, particularly the requirements in articles RL 261 and RL 262 of the Letter Post Regulations regarding the publication of compendia, manuals, tables and documents to assist member countries in the implementation of these provisions,

Aware

of the existing publications relating to transit policy, procedures and charges, such as the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services and the CP 81 and CP 82 tables,

Taking into account

that, while accounting procedures for the transit of letter post and parcel post differ in some aspects, it would be beneficial to harmonize these procedures as much as possible,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- review the relevant provisions of the Acts to ensure the uniformity and clarity of transit-related terms;
- review the instructions for preparing the CP 81 and CP 82 tables in order to promote greater uniformity in their preparation by member countries and ensure that these tables clearly reflect the closed transit charges and missent rates applicable;
- enhance the Statistics and Accounting Guide by including in it additional examples of parcel post accounting procedures and more detailed information and examples regarding the policies and procedures involved in preparing CP 81 and CP 82 tables, including information on parcels in transit à découvert and missent items;
- review developments relating to the handling costs of transit mail, including parcels in transit à découvert and missent items, and consider how this information could be incorporated into instructional material and forms provided to designated operators for guidance on settlement;
- design a web-based interface on the UPU website that would enable designated operators to quickly access and update transport information, drawing from the information and procedures in the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services, the CP 81 and CP 82 tables and other UPU documents relating to the provision of transit services.

(Proposal 77, Committee 7, 4th meeting)

Resolution C 56/2012

Work relating to transport issues

Congress,

Noting

that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting

that, since its constitution after the 2008 Congress, the work of the Transport Group has provided the postal network with increased visibility and reliability, and has contributed to streamlined operations with carriers,

Considering

that the dissemination of best practices is a key factor in the effort to improve transport operations and better manage relations with carriers,

Also considering

that regional sessions should be conducted within the framework of existing quality of service activities, in order to:

- share and promote best practices;
- discuss regional issues and identify potential solutions for the benefit of all categories of designated operators,

Convinced that increased collaboration and a cross-functional approach between all groups involved in the postal supply chain is a key factor of success for the Postal Operations Council to fulfil the needs expressed above,

Instructs

the Postal Operations Council to:

- further develop the smart convergence of cargo and mail processes, recognizing the unique status mail holds under the UPU Convention, and to keep up with positive evolutions in the cargo industry while keeping and even reinforcing elements that are essential to mail;
- further improve the visibility of mail while in transport through increased synergies with carriers and use of EDI messaging;
- further increase the reach of the postal network by improving the conveyance methods available to designated operators and developing use of the postal air waybill number;
- further develop paperless transport operations to increase reliability and efficiency of handover operations;
- further improve the legal context of transport operations by revising the framework for a service agreement between designated operators and carriers;
- closely follow up on, proactively respond to and plan compliance with changes in regulations affecting transport operations;
- address issues related to safety and security of mail transportation, allowing compliance with international regulations while preserving features critical to mail operations;
- develop a regional approach, in coordination with the restricted unions and taking into consideration existing initiatives, in order to treat and resolve the regional problems linked to transport, and to promote best practices;
- reconstitute a transport function within its structure, adapting it to enable a more interdisciplinary approach to the mail logistics chain.

(Proposal 33, amended by proposal 100, Committee 7, 4th meeting)

Declaration C 82/2012

Doha Declaration on the role of an address infrastructure in the development and integration of member countries

Congress,

In view of:

- the General Debate held in Doha during the Ministerial Conference promoting the value of addressing as a key infrastructure;
- the support received for the “Addressing the world – An address for everyone” initiative at international, regional and national levels;
- the need to develop addressing systems as a prerequisite for postal market growth and effective and secure communication;
- the UPU’s mission to develop communication between peoples through efficient postal services, and to contribute to cultural, social and economic cooperation and development;
- the status of the UPU as a United Nations specialized agency and the commitment of the UN family to deliver as one to achieve the Millennium Development Goals,

Bearing in mind that:

- addresses represent an important infrastructure that serves to link people, governments and businesses at local, national and international level;
- the lack of addresses is a barrier to the provision of public and private services, particularly postal services and basic services such as running water, electricity and sanitation;
- the benefits of an efficient address infrastructure go well beyond individual or market benefits, reaching across borders, generations and policy sectors;
- despite these important social and economic benefits, in many countries not enough resources are allocated for the development of a national address infrastructure;
- the UPU plays an active role in the area of technical cooperation by assisting developing countries to develop addressing systems (though broader support is needed),

Aware

of the importance of an efficient address infrastructure as a requirement not only for a quality universal postal service, but also for improving the living conditions of people around the world;

Convinced

that addresses:

- help individuals to be recognized formally and legally as part of a community so that they may take advantage of their rights and obligations as human beings and citizens;
- facilitate an individual's sense of identity and dignity, thereby improving social integration by providing everyone with an official identify;
- stimulate the development of the rule of law and representative democracy by enabling greater participation in elections and accountability to the law;
- contribute to social and financial inclusion;
- can optimize the applicability of public policies, the provision of services and the ability of governments to reach their people, reinforcing good governance, national cohesion and security;
- offer an opportunity to reshape urban areas into resilient cities by facilitating urban planning and ensuring the provision of and equal access to services, particularly for informal settlements;
- provide an understanding of a population's composition and needs, contributing to the proper allocation of resources and ensuring the efficient implementation of public policies in areas such as health, education, energy, employment and transport, thus helping to reduce economic disparities among citizens;
- represent an invaluable asset in emergencies, where time is limited and lives are at risk; similarly, addresses and related tools provide unique information to ensure a rapid response in damage control and the provision of humanitarian relief in natural disasters and outbreaks of disease;
- facilitate national and international communication, trade and finance by creating opportunities for a more efficient circulation of information, goods and fund transfers, which form a basis for promoting productivity, financial integrity and growth; the absence of a sound addressing system can make it difficult to grant credit or verify creditworthiness, or can hinder the ability of companies to conduct business, particularly through the post;
- can help to improve information management systems and the distribution and use of the world's resources in order to reduce carbon footprints and thereby protect our shared environment;
- have the potential, in an increasingly virtual and interconnected world, of providing a secure and standardized way of using e-services (for example, e-commerce and e-government services) by certifying personal identity through the confirmation of an individual's residence,

Mindful

that, by promoting an address infrastructure, the UPU is helping to achieve the United Nations Millennium Development Goals,

Formally declares

that the UPU will spare no effort to:

- raise awareness among governments and users of addresses of the need to develop an address infrastructure at national and international level;
- promote solidarity and closer cooperation among all member countries for concerted action and in support of efforts to develop an address infrastructure on a global scale;
- take action, where necessary, with designated operators and other national and international authorities, aimed at improving the addressing situation;
- foster dialogue with other international organizations and donor agencies and strengthen cooperation with those responsible for the special needs of developing countries, particularly those in Africa,

Invites

UPU member countries and restricted unions, in the interest of social and economic development and regional stability, to make every effort to include the development of a sound addressing system in national policies,

Instructs

the Council of Administration, Postal Operations Council, Consultative Committee and International Bureau to take appropriate practical measures, within their own areas of responsibility and through the strengthening of international cooperation, to achieve the objectives mentioned above and to report to the next Congress.

(Proposal 22, 4th plenary meeting)

Resolution C 15/2016**Integrated Product Plan implementation**

Congress,

Taking note

of the work carried out by POC Committee 3 (Physical Services) in 2015 and 2016 to develop the Integrated Product Plan (IPP) in response to directions given by the 2012 Congress through various resolutions, and also in direct response to POC resolution CEP 3/2015.1 (Accelerating actions to modernize and integrate the UPU's international postal network),

Fully supporting

the implementation of all of the recommendations contained in the IPP presented in Congress–Doc 39,

Considering

that, with an expected worldwide growth of more than 10% a year, cross-border e-commerce represents an untapped potential for the postal sector,

Also considering

that Posts are best placed to exploit the potential of e-commerce, but they must deliver reliably and continue to innovate in order to match the changing needs of consumers and e-sellers to be able to successfully compete in the market,

Noting

that competition in the postal market, especially for e-commerce delivery, is fierce and rapidly evolving,

Convinced
of the growth opportunities for postal operators in business generated through e-commerce,

Recognizing
that growth and growth opportunities are applicable worldwide,

Also recognizing however
that the ongoing development and growth of alternative networks is a clear signal that the UPU network is not meeting needs and that if the UPU does not adapt there will be a continuing increase in the number of designated operators moving traffic outside the UPU network,

Acknowledging
that one of the challenges faced by the UPU in relation to customer needs and product features is how to satisfy market requirements by rationalizing, modernizing and integrating the existing framework of products,

Instructs

the Postal Operations Council to ensure that the UPU keeps pace with change by modernizing letter post, parcel post and EMS using an integrated approach (both to product development and to remuneration systems), and ensuring speedier decision making in response to market needs by implementing all of the recommendations contained in the IPP presented in Congress–Doc 39, namely:

- step 1 to be implemented following the 26th Congress, from 1 January 2018, with a target for transitioning to implementation of step 2 from 1 January 2020;
- a comprehensive review to be carried out on optional and mandatory supplementary services, with recommendations made to the 2018 mini-Congress or designated body and implemented immediately afterwards in order to modernize them in line with market requirements and objectives of the IPP;
- a comprehensive operational and accounting impact study to be completed in advance of the implementation of step 2;
- the development activities and timelines (outlined in the table in Congress–Doc 39, § 28) to be respected in order to ensure that implementation of the IPP is in line with the wishes of the UPU member countries,

Also instructs

the Postal Operations Council to:

- develop and implement POC activities (including remuneration, quality measurement, standards, accounting and operations) that are driven by product definition and development while at the same time recognizing customer, market and supply chain needs;
- ensure continued close coordination between the UPU body responsible for providing the roadmap for the implementation of electronic advance data and the body responsible for the implementation of the IPP;
- ensure the development of a system of integrated remuneration driven by the requirements of the IPP;
- ensure the continuous review of the IPP with the aim of submitting an updated version to the 27th Congress in 2020,

Further instructs

the Postal Operations Council to:

- incorporate into its 2017–2020 programmes a range of activities to ensure that the opportunities created by physical product development are realized for the entire UPU membership, with the activities to focus on providing customers with access to simple, affordable and reliable international postal services;
- take an integrated approach to product development, including remuneration aspects and research activities across the full range of physical services (letter post, parcel post and EMS) with a view to modernizing these services in the light of identified customer needs and expectations;

- develop services to meet customer needs in terms of speed, dimensions, reliability, price, etc., with the aim of modernizing the UPU's physical service portfolio to cover the different needs of each customer segment;
- establish an integrated approach to issues related to the supply chain, including customs, security, aviation, transport, and operating standards, as the UPU network is vulnerable to external threats in this area and requires a globally coordinated UPU response,

Invites

the Postal Operations Council to set up a single body to assume overall responsibility for coordinating all aspects related to the future integrated development of letter post, parcel post and EMS, namely: product development, remuneration, supply chain, quality of service, etc.,

Also invites

member countries and their designated operators to:

- take measures enabling designated operators to provide quality physical products as part of the universal service, to stimulate the economy and reinforce social cohesion;
- acknowledge the role of UPU physical product development activities in enhancing the quality of the services for their citizens and businesses, particularly small and medium-sized businesses;
- take steps to ensure that their designated operators better manage relationships with their customers in order to become commercial, competitive and efficient;
- ensure that their designated operators focus not only on the challenges facing the development of international physical products, but also on the strategies needed to meet those challenges;
- participate actively in the UPU physical product development process;
- undertake activities aimed at increasing business by exploiting e-commerce opportunities,

Further invites

the restricted unions to lend their support to the development of e-commerce within their regions.

(Proposal 13, Committee 3, 3rd meeting)

Resolution C 16/2016

Application of geographic information systems to postal address development

Congress,

Considering

that research and experience has demonstrated that address systems are necessary, fundamental tools which are employed by literally every governmental function and public service, and every business, social, and economic unit worldwide, and are a necessary component of economic development,

In view of

the increasing recognition that the availability and effective use of address information can alleviate many of the developmental challenges faced by countries, such as urban development, social inclusion, provision of basic services, and preparedness for natural disasters, pandemics and population displacement,

Recognizing

that a significant portion of the population of many countries lives in unplanned settlements, informal housing areas or rural areas which do not have systematic addressing,

Recognizing also

that addresses are a critical component of the mail and parcel delivery infrastructure, and the full development of this business, including that of e-commerce, cannot be achieved efficiently without sound addressing systems and available address data,

Further recognizing

that the traditional means of developing and allocating addresses involve a complex, burdensome, time-consuming and technically demanding process,

Noting

that the development of information and communication technologies (ICTs) and geographic information systems (GIS) have increased dramatically in recent years, resulting in the invention of numerous new means for geo-locating businesses and residences more quickly and at a much lower cost than previously possible,

Bearing in mind

the measures adopted by previous Congresses, and the considerable efforts made at international, regional and national levels to underscore the importance of quality addressing and develop and implement effective addressing systems in various countries using the most advanced technology, and particularly GIS,

Instructs

the Council of Administration, in consultation with the Postal Operations Council, and with the support of the International Bureau, to:

- conduct a study, with the aim of producing guidelines on the integration of GIS, and more particularly geocodes and mapping, to existing and emerging addressing systems in order to identify possible postal applications for tackling the lack of a comprehensive address system, strengthening operational efficiency and stimulating commercial activity, and more particularly e-commerce and parcel delivery;
- organize advocacy activities on the importance of developing address systems, using the most advanced technology for the effective implementation of the UN's 2030 Agenda and Sustainable Development Goals, including conferences and meetings;
- take appropriate measures to ensure capacity building of member countries in the field of addressing integrating GIS, including gathering in a unique online platform (library) materials and resources on address-related issues, such as address infrastructure development, best practices and success stories, benchmark studies, address standards and guidelines, integration of technology, etc.;
- identify actual and potential financing sources for addressing system development, including non-traditional sources,

Also instructs

the Postal Operations Council to:

- support the Council of Administration and the International Bureau in producing and promoting the study;
- study all operational recommendations resulting from the study on the implications of introducing GIS, such as geocodes, mapping or geo-marketing by DOs, and prepare an impact analysis;
- establish and implement a concrete action plan and roll out a roadmap for the effective implementation by DOs of the practical recommendations stemming from the study, particularly with countries willing to improve their postal markets and develop geo and predictive marketing;
- continue developing and promoting international address references and standards, such as S42, to allow for integration of the GIS technology, particularly geocodes and mapping,

Further instructs

the International Bureau to:

- support and advise member countries in their efforts to provide an address for everyone using the most advanced ICTs, with special focus on the most vulnerable populations;
- coordinate address-related technical assistance activities and the formation and management of a network of experts in that connection,

Urges

Union member countries to make address development, especially in unplanned settlements, a key element of their policy and national development plans in the upcoming cycle, as one of the bases for national and international communication (messages) and trade (goods),

Also urges

the Consultative Committee to assist the Council of Administration and the International Bureau in the task of developing an interactive list of professionals, universities, companies and non-profit organizations with expertise in address-related services and products integrating GIS, and particularly geocodes and mapping.

(Proposal 27, Committee 4, 5th meeting)

Resolution C 21/2016**Further strengthening the activities of the Union in the area of postal regulation**

Congress,

Considering

that, in accordance with article 1 of the Constitution of the Universal Postal Union, the aim of the Union is to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration,

Also considering

that, in recent years, in the context of a fast-changing internal and external environment, there has been an increasing separation of regulatory and operational functions, with more postal regulators being established, so that postal regulation has become an important issue for the UPU and its member countries,

Recognizing

that, through resolutions C 41/2008 and C 13/2012, the 24th and 25th Congresses called for the creation of postal regulation forums and conferences within the Council of Administration to promote best practice experiences in providing the universal service and organizing postal markets in member countries, and to discuss and exchange views on issues of common interest related to postal regulation,

Also recognizing

that, over the past few years within the sphere of the UPU, the integrated postal reform and development plans (IPDPs) and the regional development plans (RDPs), with a focus on reinforcing and developing postal regulation, have proven to be effective tools in addressing postal sector reform,

Convinced

that the aforementioned valuable UPU initiatives taken in the area of postal regulation have attracted great attention and interest among member countries, and could be a good reference for the development of their postal regulation activities,

Realizing

that member countries have various needs with respect to postal regulation in an era of electronic substitution and market liberalization,

Also realizing

that, in full exercise of their sovereignty, only member countries can establish their public policies, define institutional structures, and determine their use of resources according to what they deem is the best model to reach their social and economic development goals,

Also convinced

that, to meet the needs of member countries in terms of knowledge and awareness of the range of reforms conducted in the postal sector, the good practices adopted, and the evolving markets and players, it is necessary for the UPU to continue its activities in this area,

Instructs

the Council of Administration to:

- identify and describe the main aspects of postal regulation, to serve as a reference for member countries in their reform processes, and work in conjunction with restricted unions in line with these objectives;
- continue to organize the UPU Conference on Postal Regulation during the annual sessions of the Council of Administration, as a forum for exchanging experiences and disseminating information and best practices in the field;
- support reform and regulatory processes in member countries,

Also instructs

the International Bureau to:

- collect information on postal regulation from member countries and publish this information in a database on the UPU website;
- analyze the structures, models, best practices, and case studies;
- disseminate the research results to the relevant parties through publications, workshops, and conferences.

(Proposal 05, Committee 3, 6th meeting)

2.4.1.1 Accounting

Recommendation C 65/1969

Uniformity of presentation of figures in accounts

Congress,

Having noted

that there are different ways of presenting figures in the accounts,

Aware of

the standardization work being performed in this field by the ISO which has found expression in its draft proposal ISO/TC 12(Secretariat – 196) 562 F and,

Considering that figures in the settlement of accounts of every kind relating to the international postal service should be entered uniformly,

Recommends

that postal administrations of member countries adopt the uniform presentation for entries in accounts set down by the ISO as shown in the following example: 2 123 456.78 when there are centimes and 2 123 456 when there are no centimes (in documents in English, the comma is usually replaced by a point).

(Documents of the 1969 Tokyo Congress – volume II: pages 321, 1477)

Recommendation C 23/1984

Technical assistance with regard to international payments

Congress,

Considering resolution C 45 of the 1979 Rio de Janeiro Congress instructing the Executive Council to carry out a study on the preparation of effective means of expediting the settlement of accounts for the various international postal services and to submit the results of this study to Congress with a proposal to that effect,

Noting

that there are in fact certain postal administrations in respect of which delays in payment have been noted which appear in part to be due to lack of knowledge of the regulations and non-adaptation of the services responsible for international payments,

Taking the view

that technical assistance in this area can bring very considerable improvements,

Noting

that initiatives have already been taken by the UPU to help administrations which desire to improve the organization and functioning of their international payments services, but that it is necessary to step up this assistance by implementing a specific action in the field concerned,

Recommends

- i postal administrations which feel the need:
 - a to size up accurately the inadequacies which may exist in their international payments services;
 - b to take account, in cooperation projects submitted to the international bodies, of the training needs, satisfaction of which could improve their payments services;
 - c to ask postal administrations with experienced payments services, under bilateral aid, for all information and technical aid likely to improve the organization of the service and the knowledge and implementation of the regulations concerning international payments;
- ii all postal administrations which are able to do so, to send the International Bureau in good time the names of qualified officials available for experts' and consultants' missions, and also to give favourable consideration to any request for bilateral aid in the field concerned,

Instructs

the International Bureau:

- i to continue the efforts already undertaken to prepare and implement a specific technical assistance action in the form of consultants' missions, training activities and distribution of documentation relating to international payments, through existing or new resources;
- ii to programme as from 1985 a priority action to inform administrations on the problems of international payments after having carried out a survey to identify the needs in this area and the possible contributions of administrations to this action;
- iii to approach certain countries which are technically advanced in this field in order to obtain greater assistance from them on behalf of countries requesting technical support as regards the organization of the international payments service;
- iv to facilitate the contacts between administrations for bilateral aid and, to that end, to gather and make available in the field of international payments all information concerning administrations in a position to provide technical aid.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 558)

Recommendation C 82/1994

Preparation of accounting documents sent between administrations

Congress,

Aware

of the problems that often arise as a result of the illegibility of accounting documents filled out by hand,

Recommends

administrations to avoid as far as possible filling out by hand accounting documents that are to be sent to other administrations and, to that end, to use typewriters or computer printers to ensure the legibility of these documents.

(Proposal 20. 0.18, Committee 4, 10th meeting)

Resolution C 58/2008

Postal accounts – Resolving frequent or extended debts

Congress,

Realizing

that the delivery designated operators of UPU member countries incur heavy expenses in carrying out their obligations under the UPU Acts to handle, process, transport and deliver inward letter-post items and postal parcels, as well as other types of postal items that they receive (such as EMS),

Recognizing

that specific provisions of the UPU Convention, Letter Post Regulations and Parcel Post Regulations contain obligatory prescriptions regarding, for example, the amount to be paid by the sending designated operator to the receiving designated operator for the postal items received, and the related preparation and settlement of postal accounts,

Noting

that the UPU Letter Post Regulations and Parcel Post Regulations contain provisions relating to the interest that is payable by the sending (debtor) designated operator to the delivery (creditor) designated operator in cases of overdue payments relating to those postal accounts,

Realizing further

that, despite those provisions relating to interest payable, there is an ongoing debt situation in which numerous debtor designated operators have considerable arrears with numerous creditor designated operators, with many accounts in arrears for one or two years and often longer,

Concerned

that there currently are no remedies prescribed in the UPU Acts enabling creditor designated operators to take effective measures to ensure that debtor designated operators liquidate in full the outstanding debts owed to them, if need be, through a payment schedule acceptable to the creditor designated operator concerned,

Aware

nonetheless that, in many of its programmes, the UPU takes due account of countries affected by natural disasters or in special situations,

Instructs

The Postal Operations Council to quickly undertake a study of this situation in order to:

- document and assess the current overall situation concerning debts on postal accounts between the designated operators of UPU member countries as regards postal items exchanged between them pursuant to the UPU Acts (particularly letter-post items and postal parcels, but also other items such as EMS);
- identify and recommend, as required, changes to the UPU Letter Post Regulations and Parcel Post Regulations that would put in place a mechanism enabling creditor designated operators to take decisive and timely action to collect the amounts (including applicable interest) seriously in arrears;
- examine the need to provide a concurrent mechanism whereby the creditor designated operator, in such cases, provides the UPU International Bureau with evidence of the outstanding debt and a copy of the notice that the creditor designated operator is sending to the debtor postal operator regarding the action it is taking;
- put into effect, as soon as practicable following their approval by the Council after completion of the study, the recommended changes that are within the scope of the Council's responsibilities, in the manner that it deems to be the most appropriate;
- draft, if applicable, one or more Congress proposals resulting from this study, for submission to the 2012 Universal Postal Congress;
- ensure nonetheless that due account is taken, in a manner to be determined in the course of the study, of countries affected by natural disasters or in special situations which are not in a position to clear their financial debts relating to postal accounts straightaway,

Also instructs

the Postal Operations Council to determine the most effective manner for carrying out the study proposed and which group or body is to be charged with leading the work,

Invites

the Council of Administration to consider, if applicable, possible recommendations resulting from this Postal Operations Council study which fall within its own area of responsibilities.

(Proposal 74, Committee 5, 5th meeting)

Recommendation C 22/2012

Development of UPU regulations on postal accounts

Congress,

Recognizing
the role traditionally played by the UPU in the development of postal accounts through the Collection of Bills Agreement, the Giro Agreement and the International Savings Agreement, and in bringing banking services to the populations of the member countries that signed those Agreements,

Noting
that the 1989 Washington Congress decided to abolish the international savings service on the grounds that it could be more effectively provided by other systems (Congress–Doc 62),

Observing
that the 1999 Beijing Congress decided to remove from the Postal Payment Services Agreement all provisions relating to postal accounts and the procedures governing the depositing and execution of postal payment orders,

Bearing in mind
the estimated numbers of adults with access to accounts in developing countries, and even in industrialized countries, indicated in the 2011 document of the Financial Action Task Force (FATF) entitled “Anti-money laundering and terrorist financing measures and financial inclusion”,

Noting also
the recommendations and impact analysis of the European Commission on access to basic payment accounts,

Recognizing also
the failings in developing countries and, to a lesser degree, in industrialized countries, of other systems aimed at bringing banking services to the most vulnerable population groups or people receiving social benefits from the state,

Acknowledging
the postal network’s potential as a facilitator for economic development, particularly in terms of the delivery of social benefits and the collection of taxes,

Reaffirming
the importance of access to basic accounts in pursuing the financial inclusion process and in developing e-commerce,

Stressing
that the postal network, through its size and its accessibility, has a key role to play within the framework of financial inclusion policies and in efforts to achieve the Millennium Development Goals,

Wishing
to make basic account services accessible to as many persons as possible through the postal network,

Noting further
that the financial crisis has seen a massive influx of deposits into postal accounts in member countries where such accounts exist,

Recognizing further
the need for populations to have access to accounts for which overdrafts are not permitted, and the need for governments and/or central banks to have an additional tool available to assist them in their efforts to overcome the crisis, foster the development of postal infrastructure and revive the economy,

Observing also

the decline of the letter-post segment and the need for designated operators to diversify their activities accordingly,

Recognizing in addition:

- the need to build, or strengthen, synergies between the postal services founded on the Universal Postal Convention and the postal payment services, so as to foster the social and financial inclusion of populations while ensuring the long-term viability of the postal service;
- that, in order to harmonize and foster the development of the postal payment services at the international level and to ensure the financial inclusion of migrants and the development of international trade, it would be appropriate to include in the UPU Acts provisions on postal accounts (opening, management and closure) and to establish a link between these accounts and the postal payment services,

Aware

of the existence of national legislation on the prevention of money laundering, terrorist funding and financial crime in the opening and keeping of accounts, and of national regulations governing the activities of financial intermediaries (management of accounts, etc.),

Acknowledging also

that the management of credit risk requires a specific licence, issued by national financial oversight authorities in accordance with national legislation,

Noting in addition

that new technologies make it possible to manage basic postal accounts in real time,

Observing lastly

that the real-time management of postal accounts, combined with the use of pre-agreed means of payment, can avoid overdrafts and hence minimize credit risk,

Acknowledging in addition

that operations relating to the collection of funds and the opening, management and closure of accounts could be provided for in the UPU Acts,

Recommends

that the Council of Administration, in consultation with the Postal Operations Council:

- create an annual discussion forum with the central banks and/or financial oversight services of the member countries that signed the Postal Payment Services Agreement;
- define what constitutes a “basic postal account”, in collaboration with the central banks and/or oversight authorities;
- establish principles governing the collection of funds, in collaboration with the central banks and/or oversight authorities;
- define the link between the postal payment services and basic postal accounts;
- formulate recommendations to the next Congress on the various aspects of regulations concerning postal accounts.

(Proposal 55, Committee 6, 2nd meeting)

2.4.1.2 Environment

Recommendation C 31/1989

Use in the postal services of paper manufactured using non-polluting processes (“ecological” paper)

Congress,

Noting

that postal administrations are using an ever-increasing amount of paper,

Considering

that the environment is deteriorating throughout the world because of water and air pollution,

Recognizing

that the discharge of chloride causes serious damage to fish, algae, seaweed and other marine organisms,

Aware

of the need to reduce the use of products the manufacture of which is a source of pollution, for instance, paper bleached with chlorine,

Recommends

postal administrations to select for the needs of the postal services paper manufactured by processes that cause as little pollution as possible.

(Proposal 2000.2, Committee 4, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 27/2008

Initiatives for the sustainable reduction of the negative environmental impact of the postal sector

Congress,

Recalling

the adoption of recommendation C I5/1999 entitled “Environment – Adoption, in the context of the Post, of a policy on sustainable development” and resolution C 16/1999 entitled “Beijing Declaration on Environmental Protection” at the 22nd Congress in Beijing in 1999, and the adoption of resolutions C 64/2004 entitled “Work relating to the environment” and C 67/2004 entitled “The role of Posts in environmental matters” at the 23rd Congress in Bucharest in 2004,

Recognizing

that the impact of postal operations on the environment has been studied and analyzed in detail through a number of beneficial studies conducted by the Sustainable Development Project Group, through the regular updating of the Post and the Environment Operational Guide, through the organizing of a sustainable development symposium, through closer cooperation with the United Nations Environment Programme, and so forth,

Welcoming

the efforts made to increase awareness of the importance of environmental issues and to cultivate a common awareness concerning the specific measures at the seminar held in Dakar in July 2006 and the symposium on sustainable development held in Berne in April 2007,

Taking into account

the fact that specific programmes to reduce the Post's negative impact on the environment, implemented by designated operators or member countries, are more likely to have a broad positive impact,

Recommends

that the designated operators of member countries promote initiatives such as those listed below, aimed at reducing the negative impact on the environment, and to inform the public of progress with these initiatives in their own country:

- initiatives to save energy and natural resources, including cutting down the volume of CO₂ emissions, electric power consumption, fuel consumption, copy paper consumption, and water and sewerage use, resulting from postal service activities;
- initiatives to build, expand and/or remodel post office buildings by taking into consideration methods for the reduction of CO₂ emissions per unit area, through post office buildings that are environment-friendly;
- initiatives for the procurement of environmentally friendly articles, reduction in stocks of printed matter and uniforms, reduction of materials used for packing and packaging, etc.;
- initiatives in connection with logistics, for the introduction of low-emission vehicles and the reduction of CO₂ emissions per tonne of postal items as an effort to promote the protection of the environment in terms of logistics by converting their systems, reduction in the total emission volume of NO_x, the introduction of fuel-efficient and super low-emission gas vehicles, the promotion of driving techniques that are environment-friendly, etc.;
- initiatives in connection with the reduction of waste materials, including the formulation of manual procedures on waste disposal, taking into consideration the control of waste production, the reuse and recycling of articles, and 100% recycling of postage stamps and postcards that are destroyed by Posts because of printing errors, etc.;
- initiatives in connection with socially beneficial activities in the environmental sector as a part of activities to protect the environment in communities, including cleaning on a volunteer basis, construction of flowerbeds, tree planting, and organizing seminars and lectures on the environment.

(Proposal 51, Committee 7, 3rd meeting)

Recommendation C 64/2012

Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters

Congress,

Recalling

recommendation C 27/2008 entitled "Initiatives for the sustainable reduction of the negative environmental impact of the postal sector", and resolution C 34/2008 entitled "Work on sustainable development" adopted by the 2008 Congress in Geneva,

Underscoring

the need to promote sustainable development to prevent natural disasters linked to climate change, and to reduce the impact of postal activities on the global environment,

Understanding

that any actions to protect the environment will contribute significantly to not only reducing the risk of natural disasters, but also improving sustainable development, thus bringing about economic, environmental and social benefits,

Noting with satisfaction

the positive results of the work of the Joint CA/POC Committee 2 (Development and Cooperation) Sustainable Development Project Group in the areas of raising awareness and evaluating and mitigating the harmful impacts of postal activities on the environment, through the organization of a number of regional seminars and workshops during the 2008–2012 period,

Appreciating

the efforts made by the International Bureau in developing a number of projects and tools for member countries, including an inventory of greenhouse gas emissions and a compendium of designated operators' best environmental practices,

Taking into account

resolution CA 2/2010 concerning the creation of a UPU Emergency and Solidarity Fund for countries affected by natural disasters and/or in special situations, and resolution CA 1/2011 concerning the rules for the administrative management of the Fund,

Considering

that a number of member countries and their citizens have been severely affected by natural disasters, including major earthquakes, typhoons, tsunamis, cyclones, floods, droughts, etc., which have caused widespread destruction and long-term interruption of postal services,

Recalling

the invaluable lessons learned by all UPU member countries from the Japan earthquake and tsunami on 11 March 2011, an unprecedented natural disaster that devastated the eastern part of the country,

Strongly convinced

of the undeniably important role that the postal services can play as a means of communication and settlement, particularly in the wake of major disasters such as the Japan earthquake,

Recognizing

that sound data is critical for the taking of precise and timely development and investment decisions,

Also considering

the importance of maintaining and enhancing postal services in the face of energy shortages caused by disasters,

Further considering

the importance of prevention and risk management activities and the need to ensure the continuity of postal operations in times of disasters,

Recommends

that the Council of Administration conduct a study on the feasibility of establishing a UPU policy on risk reduction and management and emergency assistance activities to enable the International Bureau and Union member countries and their designated operators to take the following initiatives aimed at making postal organizations more resistant to disasters:

- promote and introduce more energy-efficient buildings and vehicle fleets to maximize postal service performance with a view to better managing and responding to energy shortages caused by disasters;
- provide assistance for the restoration of basic postal services in times of disasters;
- establish disaster management and infrastructure resilience and reconstruction plans;
- establish postal service contingency and business continuity plans and enhance risk management skills, building upon the experience of the Japan earthquake;

- evaluate and mitigate the impacts of postal activities on the environment;
- provide crisis management training to postal employees;
- closely monitor data losses, including on a small scale and for localized disasters.

(Proposal 56.Rev 2, Committee 8, 2nd meeting)

Resolution C 66/2012

Work on sustainable development

Congress,

Welcoming

the outcome of the Rio+20 United Nations Conference on Sustainable Development,

Reaffirming

all the principles of the 1992 Rio Declaration on Environment and Development, including the principle of common but differentiated responsibilities, as set out in its principle 7,

In view of

the positive results of the work of the Sustainable Development Project Group between 2009 and 2012,

Aware

that sustainable development is an essential element for the modernization and liberalization of the postal sector, safeguarding workers' social rights, improving social dialogue with stakeholders and reducing the negative environmental impact of postal activities,

Considering

that it is important to continue the efforts made to promote sustainable development and social responsibility in the postal sector by conducting campaigns to raise awareness of environmental issues and leading actions to encourage social dialogue and protect or improve the health of postal staff, as well as the efforts made to promote gender equality and diversity by advocating the adoption of ethical policies,

Also considering

that the activities of the network of national correspondents need to be maintained,

Also aware

that it is essential to strengthen the excellent cooperation with the United Nations Environment Programme, the International Labour Organization and UNAIDS, so as to achieve the objectives set and validate the actions carried out and the results obtained,

Further aware

that it is essential to develop new partnerships, in particular with other United Nations agencies, the private sector, subcontractors of postal operators and non-governmental organizations,

Convinced

of the need to strengthen ties with the restricted unions to increase their role at the regional level,

Recognizing

that the environment is a growing issue in customer purchasing behaviour and in Posts' development strategies, meaning in particular that Posts need to develop environmentally and socially responsible procurement policies,

Also recognizing

the importance of reducing the negative environmental impact of postal activities by providing the postal sector with a set of tools to measure and reduce greenhouse gas emissions, using as a reference the inventories and studies conducted by the UPU and improving those instruments, and by continuing the studies and actions undertaken to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development,

Further recognizing

that the International Bureau should serve as a showcase for sustainable development for UPU member countries and, as such, should continue its efforts to achieve climate neutrality by regularly measuring and reducing its environmental impact,

Recognizing in addition

the need to pursue the campaign to raise the awareness of postal workers on how HIV/AIDS is spread, to extend this campaign to non-communicable diseases, and to promote gender equality, diversity and social dialogue, on the basis of the action plan adopted by the ILO and the UPU and the cooperation with UNI Global Union,

Recognizing moreover

the power of the postal network, given the number of post offices and their close dealings with populations, making it possible to launch other awareness campaigns on health and the environment through new partnerships,

Taking into account

the urgent need to use sustainable development as a driver of performance to optimize the postal network in least developed countries, by improving the quality and sustainability of postal services and guaranteeing the diversification of products and services offered to individuals and businesses,

Recognizing lastly

that sustainable development has become an essential element of postal development, and that to guarantee the quality and sustainability of postal operations it is necessary to take economic, environmental and social/ societal factors into consideration, leading to the conclusion that the work on sustainable development must be carried forward, with a view to continuing the activities to implement the actions referred to above,

Instructs

the relevant councils to take the necessary measures to achieve the following objectives:

- Reduce the negative environmental impact of postal activities by providing postal operators with a set of tools for measuring and reducing the sector's greenhouse gas emissions;
- Continue studies and actions to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development;
- Continue efforts to help the UPU International Bureau achieve climate neutrality;
- Strengthen cooperation with UN agencies, such as the United Nations Environment Programme and the International Civil Aviation Organization;
- Continue the campaign to raise awareness of how HIV/AIDS is spread;
- Use the expertise and contacts gained through the HIV/AIDS campaign to extend the UPU's commitment to the fight against new pandemics and non-communicable diseases;
- Renew the studies on the implementation of the 20 priority actions for the postal sector;
- Pursue the implementation of the action plan developed by the International Labour Organization and the UPU to promote full and productive employment and decent work;
- Continue cooperation with UNI Global Union;

- Promote the adoption of environmentally and socially responsible procurement policies among designated operators;
- Give impetus to the network of national correspondents for sustainable development,

Also instructs

the International Bureau to implement the decisions taken in this area by the UPU bodies.

(Proposal 08, amended by proposals 96 and 98, Committee 8, 2nd meeting)

Resolution C 76/2012

Establishment of a voluntary carbon offset system for designated operators of UPU member countries

Congress,

Recalling

the adoption of recommendation C 27/2008 (Initiatives for the sustainable reduction of the negative environmental impact of the postal sector) and resolution C 34/2008 (Work on sustainable development) at the 24th Congress in Geneva in 2008,

Recalling also

the adoption by the 2007 Council of Administration, in the area of sustainable development, of 20 priority actions for Posts to develop according to their respective national legislation,

Recognizing

the importance of the United Nations Framework Convention on Climate Change,

Considering

that the aforementioned framework in no way excludes other voluntary actions implemented in parallel,

Welcoming

the efforts of the UPU International Bureau to measure and help designated operators of Union member countries to reduce their impact on the environment, and in particular to reduce the impact of postal activities on climate change,

In view of

the results of the work of the Sustainable Development Project Group on the relevance of a carbon offset system for the postal sector, in other words for the designated operators of Union member countries,

Considering also

that a carbon offset system for the postal sector would enable operators to offset, on a voluntary basis, their greenhouse gas emissions, particularly carbon dioxide (CO₂), while investing, as a priority, in postal projects meeting the criteria of offset projects, and would benefit developing Posts by enabling the financing of projects linked to energy efficiency or reduction of emissions or environment improvements that could not otherwise be carried out,

Taking into account

the fact that, on a voluntary basis and in line with their national legislation, postal operators could contribute to the offset system, in the first instance by setting up a fund, and then by offsetting their emissions, with each designated operator able to use the offset system alongside its own emission-reduction initiatives, and each designated operator free to decide how to use the carbon credits provided by the system (needs of the organization, products for customers, or both),

Realizing

that those participating in such a system would first need to make every effort to reduce greenhouse emissions as far as possible, with offsetting being the last resort,

Believing

that the benefits for the postal sector could be many, particularly in terms of the positioning of the sector as a committed player in the fight against climate change, and as one of the first sectors in the world to develop its own offsetting tools,

Convinced

that the system could be of interest both to designated postal operators in industrialized countries, enabling them to achieve their reduction objectives while also putting in place offset projects on a voluntary basis, and to developing countries, through the funding of offset projects within their postal activities (renewable energy, clean transport, paper recycling, improved efficiency of electrical and water systems, etc.), while taking account of the challenges of climate change (adaptation and CO₂ reduction scenarios), and of sustainable development in general,

Aware

of the importance of using existing, internationally recognized methodologies to put such a system in place, but also of developing methodologies or adapting them to the postal sector,

Bearing in mind

the legal opinion of the International Bureau presented during the April 2011 Council of Administration session, through document CA C 2 SDPG 2011.1–Doc 4c, and the fact that, while the UPU, under the Acts that govern it, has no legitimacy or competence to create, organize or manage a carbon offset fund, such a system may be created using other methods external to the UPU, in compliance with national legislation,

Instructs

the Postal Operations Council to raise awareness among designated operators of the benefits of creating and participating in a voluntary carbon offset system for the postal sector.

(Proposal 64, amended by proposal 97, Committee 8, 4th meeting)

Resolution C 12/2016

Integration of the Postal Carbon Fund® within the Universal Postal Union's structure

Congress,

Recognizing

that the fight against climate change is one of the key objectives approved by the United Nations within the framework of the Sustainable Development Goals (SDGs) and the post-2015 development agenda,

Considering

the importance of the United Nations Framework Convention on Climate Change, and in particular the first universal agreement adopted during COP21 in Paris reinforcing the need to finance the transformation of the economy to limit global warming to well below 2 °C above pre-industrial levels and pursuing efforts to limit the temperature increase to 1.5 °C,

Also considering

that the Paris agreement recognizes the importance of carbon pricing to encourage the implementation of low-carbon technologies and practices,

Also recognizing

that the aforementioned framework encourages other voluntary actions implemented in parallel, in particular through the Non-State Actor Zone for Climate Action (NAZCA) and the Lima-Paris Action Agenda (LPAA),

In the light of

the adoption of resolutions C 66/2012 (Work on sustainable development) and C 76/2012 (Establishment of a voluntary carbon offset system for designated operators of UPU member countries) by the 25th Congress in Doha,

Recalling

the creation, in April 2014, of the Postal Carbon Fund® as an association under Swiss law, outside the scope of the UPU bodies, by the designated operators of Costa Rica, Ecuador, Finland, France, Ireland, Senegal, Switzerland, Thailand and Togo, with the aim of providing the postal sector with an efficient tool to offset, on a voluntary basis, greenhouse gas emissions linked to postal activities,

Also recalling

that the Postal Carbon Fund® was created to benefit all postal operators, whether willing to offset their emissions or to develop and finance low-carbon, climate-resilient offsetting projects linked to the reduction of emissions through energy efficiency, renewable energy and alternative transportation that could not otherwise be carried out,

Further recalling

the many potential benefits for the postal sector of expanding participation in the Postal Carbon Fund®, particularly in terms of positioning the sector as a committed player in the fight against climate change, responding to the need to anticipate and align its development with new regulations on carbon performance and climate mitigation and adaptation,

Welcoming

the efforts of the International Bureau of the Universal Postal Union to measure the carbon footprint of the postal sector and help designated operators of the Union's member countries reduce their impact on the environment and on climate change, especially through its calculation and reporting tool OSCAR,

Taking into account

the pilot activities launched by the Postal Carbon Fund® to train postal operators on carbon offsetting procedures and activities for project identification in five countries,

Further considering

that the Postal Carbon Fund® is the first carbon fund in the world aimed at providing an efficient funding system for low-carbon development and climate solidarity at sector level,

Convinced

that, as the United Nations agency in charge of the postal sector, the Universal Postal Union should play a more active role in the governance of the Postal Carbon Fund®,

Observing

that the current role given to the UPU vis-à-vis the Postal Carbon Fund® is limited to its promotion among UPU member countries, and that including the Postal Carbon Fund® in the UPU structures would make it possible to reinforce the fund's institutional image and visibility, in particular within the United Nations community, to the benefit of UPU member countries through an innovative financing mechanism for low-carbon postal projects in developing countries,

Instructs

- the relevant UPU bodies to study the legal, financial and structural conditions under which the Postal Carbon Fund® could be integrated into the UPU's activities;
- the relevant UPU council(s) to proceed with the integration of the Postal Carbon Fund® within the structure of the UPU during the Istanbul cycle, should the study demonstrate the feasibility of this integration, in particular the absence of a financial impact on member countries and the protection of the principle of voluntary participation for designated operators,

Encourages

UPU members to join in the Postal Carbon Fund® and participate in related studies on a voluntary basis.

(Proposal 10.Rev 2, Committee 6, 3rd meeting)

Recommendation C 14/2016

Promotion of disaster risk management measures in the field of development cooperation

Congress,

Recalling

recommendation C 27/2008 entitled “Initiatives for the sustainable reduction of the negative environmental impact of the postal sector” and resolution C 34/2008 entitled “Work on sustainable development”, adopted at the 2008 Congress held in Geneva,

Also recalling

recommendation C 64/2012 entitled “Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters”, adopted at the 2012 Doha Congress, and the Universal Postal Union’s emphasis on the importance of enhancing measures for postal sector resilience,

Recognizing

- the United Nations Plan of Action on Disaster Risk Reduction for Resilience adopted by the United Nations Chief Executives Board in 2013, which committed to making disaster risk reduction a priority for the UN system and organizations within,

Considering

the recommendation adopted at the Third UN World Conference on Disaster Risk Reduction to take action to substantially reduce global disaster mortality and economic loss caused by natural disasters by 2030 and enhance international cooperation for developing countries for this purpose, as set out in the Sendai Framework for Disaster Risk Reduction 2015–2030,

Stressing

the positive results achieved by the ad hoc group on disaster risk management, part of the Council of Administration (CA) Committee 4 (Cooperation and Development) Sustainable Development Project Group, in increasing awareness of disaster risk management in the postal sector and sharing best practices through multiple channels, including several regional seminars held during the 2013–2016 cycle,

Greatly appreciating

the efforts of the International Bureau in developing and implementing projects and tools for member countries through the formulation of a UPU framework for disaster management, a disaster management guide, and other works,

Confirming

that building disaster-resilient postal services on a global scale is consistent with the UPU’s aim to develop communication between peoples and thereby contribute to international cooperation in cultural, societal and economic fields,

Also considering

the adoption of resolution CA 2/2010 entitled “Creation of a UPU emergency solidarity fund for countries affected by natural disasters and/or in special situations” and resolution CA 1/2011.1 entitled “Rules for the administrative management of the UPU Emergency and Solidarity Fund”,

Strongly believing

that it is very useful for UPU disaster risk management to take advantage of the valuable lessons learned from the catastrophic damage of natural disasters to member countries,

Emphasizing

the importance of disaster risk management activities in developing countries as well as the need to take measures to guarantee the continuation of postal services in times of disaster,

Recommends

that the relevant bodies of the UPU:

- design and implement a technical assistance approach in developing countries, especially least developed countries, in order to provide the best level of assistance to designated operators and relevant authorities in the implementation or improvement of disaster risk management policies and business continuity planning. This approach would combine, in an effective manner, the three elements of development cooperation (assistance from experts, training, and supply of equipment/material);
- study the possibility of a specific certification process which would allow postal operators to improve their disaster risk management approaches and benchmark their level of implementation in the framework of the UPU disaster risk management guide;
- develop strategies to address the identified challenges and resource allocation plans as part of development cooperation, while maximizing the knowledge and experience of member countries;
- enhance cooperation and partnerships with relevant organizations related to disaster risk management at the international, national, regional and local levels in order to be in line with disaster risk management frameworks such as the Sendai Framework for Disaster Risk Reduction 2015–2030;
- promote the integration of the disaster risk management efforts of the postal sector into the overall social and economic activities at all levels,

Also recommends

that the International Bureau, in coordination with the restricted unions, support and cooperate with efforts for the smooth and concrete implementation of the measures above.

(Proposal 08.Rev 1, Committee 6, 3rd meeting)

2.4.1.3 Security

Decision C 2/1957

Perishable biological substances. Cooperation with WHO¹

1 Congress repeats the recommendations of the 1952 Brussels Congress, asking WHO to inform the public health services of its Member States that the difficulties noted in connection with the postal conveyance of perishable biological substances might be solved or more clearly defined if details were communicated to their postal administration and, where necessary, to the UPU and possibly to WHO.

2 It considers that, as a result of consequent cooperation both at national and international levels between the administrations concerned as well as with medical and scientific circles, these recommendations remain valid not only for the purposes of the inquiry opened by the UPU, but also for the solution of all difficulties which may arise in future in the conveyance of the products in question.

¹ Conv. (Doha 2012), art. 18.

3 Congress decides, consequently, that the insertion into the UPU Acts of the note stating the terms of the recommendations concerned should be maintained as one of the means of furthering the solution of the problem and, in particular, the application of the provisions governing perishable biological substances adopted by the Ottawa Congress.

(French Documents of the 1957 Ottawa Congress – volume II: pages 63, 453, 761)

Recommendation C 63/1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

Congress,

Having noted
the findings of the priority study carried out in accordance with resolution C 55 of the 1969 Tokyo Congress,

Noting
the increasingly frequent use of the postal service for the conveyance of valuable items,

Aware
of the growing number of criminal acts committed against the postal service, which are directed at valuable items and endanger the lives of the personnel responsible for handling them,

Wishing
to offer users of the Post a service guaranteeing maximum security in every respect during the transmission of items of all kinds, but especially of registered and insured airmail items,

Anxious
to give the personnel responsible for handling these items adequate protection against the risk of criminal attacks,

Recommends

postal administrations:

- a to review periodically, in close consultation with their countries' airlines, security arrangements for the conveyance by their services of international registered and insured airmail items; and
- b to apply as far as possible and as the volume of traffic requires the security measures listed in annex 1 below covering in particular:
 - i constructional and technical protection measures (air and surface traffic); and
 - ii security measures during the performance of postal operations at offices of exchange and airports.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1116 to 1119)

1 Constructional and technical protection measures (air and surface traffic)

1.1 Constructional measures in regard to offices

1.1.1 Armoured premises or strong-room for safekeeping of mails

Appropriate strong-rooms should be provided in large offices of exchange for the safekeeping of mails and bulky insured items. These strong-rooms should be constructed of reinforced concrete and should have no windows or other openings. The doors should be fitted with electronic locking mechanisms. The installation of lock-chambers will protect strong-room opening operations.

1.1.2 Special lockable room reserved for sorting and dispatch of mails

Rooms for sorting and dispatching mails and for processing insured items should be separated from other operational premises and should be lockable. Access to such rooms should only be allowed to a specified number of employees.

1.1.3 Metal doors

- with cylindrical safety locks
- with double-bit lock
- with letters or figures combination lock

Doors should be constructed of metal or wood, depending on the importance of the service premises. The type of lock fitted should be in keeping with the strength of the door. The advantage of a double-bit lock as compared with a cylindrical safety lock is that the closing of the door actuates additional safety bolts which afford better protection against burglary.

1.1.4 Protection of windows by:

- a grille
- laminated safety glass
- bullet-proof armoured glass

Window grilles and the use of laminated safety glass, depending on the circumstances, are recommended if the windows are in particularly exposed positions. Extra protection is obtained by the use of alarm glass.

1.1.5 Other measures

Special importance should be attached to security measures regarding the construction of service buildings and premises. The installation of alarm devices makes for greater security. Surveillance by the Post or by police is desirable provided such personnel have an appropriate alarm call system at their disposal if necessary.

1.2 Special fittings and aids for the protection of valuable items

1.2.1 Safes

Administrations are obliged to provide for the security of valuable items by storing them in safes at offices of exchange. Items in the international service should be protected in the same way as those in the internal service.

1.2.2 Armoured safes

The installation of armoured safes is determined by the degree of security provided by the arrangements made to protect the premises of buildings themselves. Where the traffic in valuable items is heavy, it is preferable to build premises which are sufficiently well protected to make the use of safes unnecessary; this greatly facilitates the execution of postal operations.

1.2.3 Special vehicles for conveying mails in airports

Despite the security guaranteed at airports by the presence of police and customs, the valuable nature of airmail generally warrants specially secure methods of transport, and for this reason postal administrations should, as far as possible, encourage the transport of airmails within the airport precincts in special lockable vehicles. Conveyance in lockable vehicles also enables a clear demarcation to be made between airlines' and postal administrations' responsibility.

1.3 *Electrical protective installations at offices of exchange*

1.3.1 Alarm device in the event of attack

Alarm devices should be installed in service premises handling large volumes of airmail traffic. Alarm contacts should be installed at a number of points. If possible, provision should be made for direct communication with the police in cases of emergency.

1.3.2 Burglar alarm, mains or battery operated

Where alarm devices are used a combined system against attack and burglary should be installed. Strong-rooms, and safes whether armoured or not are connected to the burglar alarm and are thus electrically protected against attack. To keep the alarm in readiness for operation, provision should be made for it to be powered by battery in case the electric current is cut off.

1.3.2.1 Elements of the telephone exchange protected from deliberate damage

An alarm can only be effective if it is protected against sabotage; it should therefore be impossible to put it out of action by any means whatsoever without simultaneously triggering off the alarm. Relative security can be obtained if the triggering device operates by a release mechanism and if the signal cannot thereafter be easily interrupted. In addition, the conductor wires should be buried or sheathed over their whole length.

1.3.2.2 Protection of the object itself by acoustic detector or surface protection

As a rule, it is sufficient to connect the safes directly to the alarm. The ceilings and walls of strong-rooms can be electrically protected (surface protection).

1.3.3 Surveillance of premises by:

- ultrasonic device, radar, light rays
- electrical contacts on doors, windows and ground
- alarm glass

Wherever staff is absent from sorting centres during specific hours, it is advisable to protect premises against burglary by electrical means – either by devices which monitor and protect whole rooms, or by electrical contacts which protect safes directly (protection of the object itself).

1.3.4 Acoustic (sirens) or optical (light signal) alarms

In the event of a break-in or attack, an acoustic or silent alarm, or a combination of both, will be set off depending on local conditions and in close collaboration with the police. The alarm-triggering point should be identified by means of a special light signal in the police premises.

1.3.5 Automatic police call (telephone, radio, etc)

An alarm device serves a useful purpose only if it is directly connected to the police or some other surveillance service operating continuously day and night.

1.3.6 Closed-circuit television (industrial television)

Television surveillance is justified in big sorting centres when it is simultaneously used for monitoring service operations.

1.3.7 Other measures

Depending on the circumstances, illumination of the building and its immediate vicinity by electric light constitutes an additional security measure.

2 Security measures during the performance of postal operations at offices of exchange and airports

2.1 *Dispatch of mails (registered items, insured parcels, insured letters and boxes)*

2.1.1 Opening of internal mails

During the opening of internal mails it is necessary to ensure the continued security of items by appropriate means (immediate checking, qualified staff).

2.1.2 Methods of handing over insured items

It is essential that the handing over of insured items for further processing should be receipted at the office of exchange. Wherever possible, such items should be stored in safes and delivered by special vehicle. Care should be taken to see that the various work areas are not too far apart (short transport sectors).

2.1.3 Handing over of items to the Customs, where appropriate, and their return against receipt

Postal administrations must in particular come to an agreement with the customs authorities on arrangements for the handing over and treatment of registered and insured items, so that during customs treatment a degree of security at least equal to that maintained during postal operations is guaranteed.

2.1.4 Entering on forms CP 20 (Air parcel bill) and VD 3 (Dispatch list)¹

Insured items must be immediately entered on forms CP 20 and VD 3.

2.1.5 Sealing

It is recommended that sealing material be kept under lock and key.

2.1.6 Witness

The presence of a witness during bagging and sealing is essential.

2.1.7 Use of bags in perfect condition and possibly of containers

The condition of the bags used for making up the mails must be checked, if possible by a special service or by the employee responsible for making up the mails.

¹ CP 87 and CN 16 (Doha 2012).

2.2 *Reception of mails from abroad*

2.2.1 *Custody of items in the safe until conveyed to destination by internal mails*

Safekeeping of insured items under lock and key is essential. In addition, such items should be entered on an appropriate delivery document. Corresponding measures should if possible be taken for registered items.

2.3 *Delivery of outward mails to the airline or the airport ground staff*

2.3.1 Personal handover

Checking of the mails by both parties at the outward post office of exchange and their simultaneous loading into trolleys in the same premises offers the advantage of making a clear demarcation between the postal administration's responsibility and that of the airline, and of speeding up aircraft loading operations.

2.4 *Acceptance by the airlines of mails arriving from abroad*

2.4.1 Offloading of airmails by ground staff under supervision

It is up to postal administrations to reach agreement with the ground staff with a view to the satisfactory performance of the operations in question, particularly as regards the security measures to be observed.

2.4.2 Acceptance of airmails by postal staff at the office of exchange

Since mails must normally be accepted and checked at the post offices of exchange, the latter should be appropriately equipped as regards both premises and staff. Opening hours will be adapted to the airline timetable so that incoming mails can, as far as possible, be delivered direct to the postal services. Moreover, it will be useful to take the opening hours of exchange offices into account when drawing up the mail dispatch schedule, in agreement with the administration of destination.

2.4.3 Checking of inward mails against the AV 7 delivery bills

Checking against the inward AV 7 delivery bills must be done when the mails are handed over to the postal service, as the latter is obliged to check the condition and sealing of the receptacles. Serious irregularities should be recorded in the presence of a witness.

2.4.4 Placing of transit mails under special guard

Airmails in transit should be subject to the same security measures as mails originating from or addressed to the administration concerned.

2.5 *Transshipment of mails from one aircraft to another on the basis of direct AV 7¹ delivery bills*

2.5.1 Special arrangements made by the airline responsible for transshipment

Although direct transshipment is normally carried out by the airline concerned or by the ground service company, postal administrations must ensure, in consultation with these companies, that an adequate degree of security is guaranteed for registered and insured mails transhipped directly. If necessary, the services of the airport police should be called upon.

¹ CN 38 (Doha 2012).

2.6 *Special security measures*

2.6.1 Permanent watch on runways by airport police or customs authorities

There should be a close link between the security measures operated by the postal services and those covering the whole territory of a given airport which are provided by the police or customs authorities. It is up to postal administrations to keep a watch on the effectiveness of these measures as a whole in so far as they concern registered and insured mail.

2.6.2 Police escort of registered and insured items between the office of exchange and the aircraft, and vice versa

The assistance of the police may be requested for the transmission of specific registered and insured mails containing valuable items. For a large proportion of airmail, the general supervision carried out by police and customs authorities within the airport precincts may be regarded as sufficient protection. In cases where the post office of exchange is located away from the airport there is a greater need for police assistance or radio control.

Recommendation C 76/1979

Safety of staff involved in handling items presumed to be dangerous (mail bombs)

Congress,

Having noted
the findings of the study on the protective measures to be applied in order to ensure the safety of postal staff involved in handling items presumed to be dangerous, undertaken in accordance with decision C 56 of the 1974 Lausanne Congress,

Aware
of the danger that mail bombs represent for postal staff involved in handling them,

Concerned
to protect postal staff in every way possible from the risks of explosion of dangerous objects,

Recommends

to postal administrations that they:

- a as preventive measures:
 - i establish permanent liaison with the competent authorities of their countries (police, Customs, national security committees, etc) in order:
 - to be informed of any threats or of signs indicating the dispatch of dangerous items;
 - to settle questions concerning the examination of items and the destruction of dangerous articles;
 - ii issue directives for their services based in particular on the information contained in the CCPS study on the measures to be taken to detect mail bombs and to protect staff against the risk of explosion when such items are discovered in the mail;
 - iii ensure that the examination of items presumed to be dangerous is carried out by the most appropriate methods;
 - iv have their national legislation adapted or supplemented, if necessary, with a view to authorizing operations enabling mail bombs to be detected;

- v in conjunction with the competent authorities, alert the public with as much information as possible, subject to any security restrictions, so that they can take all necessary precautions for their personal safety;
- b as soon as dangerous items are reported or their presence presumed:
 - i give the staff concerned full particulars concerning the external appearance of these items and the need to handle them with particular caution;
 - ii inform immediately and as fully as possible, by telex or by telegraph, the International Bureau of the UPU and the foreign postal administrations directly threatened; and

Instructs

the International Bureau to inform immediately the postal administrations of all member countries of the Union and to send them any information which may be of interest to them.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1344, 1345)

Formal opinion C 54/1989

Closed mails in transit suspected of containing narcotics or psychotropic substances

Congress,

Having noted

- that the illicit transmission of narcotics and psychotropic substances through the post is on the increase;
- that, in operations carried out on the requisition of the Customs, the presence of items containing narcotics and psychotropic substances has been detected in closed mails through the use of new techniques (dogs belonging to the Customs, X-rays, etc),

In view of

article 1 of the Constitution of the Union and article 1 of the Universal Postal Convention which enshrine freedom of transit for postal items forwarded in transit by closed mails or à découvert as one of the essential and fundamental principles of the Universal Postal Union,

In view of

article 36 of the Universal Postal Convention¹ dealing with prohibitions,

Considering

- that postal administrations are aware of the importance to be placed on combating the traffic in narcotics and psychotropic substances;
- that postal administrations must act within the framework of the provisions prescribed in the Acts of the Universal Postal Union and in their national legislation;
- that the technique known as “controlled delivery” is an effective means of helping to identify persons involved in trafficking,

Invites

postal administrations:

- i – to cooperate in combating the traffic in narcotics and psychotropic substances whenever they are legally required to do so by their national authorities responsible for this matter;

¹ Conv (Doha 2012), art 18.

- to ensure respect for the fundamental principles of the international Post, in particular, the freedom of transit (article 1 of the Constitution and of the Convention);
- ii to make all appropriate arrangements with the relevant authorities of their countries to ensure that bags of mail in transit suspected of enclosing items containing narcotics or psychotropic substances are not opened, but to advise:
 - a by the quickest means, at the request of their customs authorities the administration of destination so that the suspected bags can easily be identified on arrival;
 - b by verification note, the administration of origin of the mail;
- iii to approach the legislative authorities, in consultation with the customs services, to ensure that laws and regulations do not prevent the use of the technique known as “controlled delivery”; the Customs of the transit country, if necessary with the agreement of the competent authorities, must take appropriate measures to inform the customs authorities of the country of destination and, possibly, of the country of origin of the suspect mails.

(Proposal 2500.2, Committee 4, 5th meeting; Congress–Doc 78.1, 14th meeting)

Resolution C 65/1989

Exclusion of dangerous goods from airmail

Congress,

Considering

the provisions of article 36 of the Convention (especially paragraph 4, d)¹ pertaining to the prohibition of transport of dangerous substances,

Having taken note

of the proceedings of the IATA–UPU Contact Committee concerning airmail conveyance of dangerous goods, proceedings which once again underscored the gravity of the risks attendant upon such transport,

Taking note

of the measures advocated by that Contact Committee and endorsed by the Executive Council with a view to excluding the insertion of dangerous goods in postal items through enhanced educational and awareness activities for the benefit of postal staff and users, among other means through the organization of displays, the distribution of films and the production of posters dealing with dangerous goods,

Aware

of the work that remains to be done by postal administrations in their activities to combat the transport of dangerous goods,

Urges

postal administrations:

- to strengthen measures aimed at preventing the insertion of dangerous articles in postal items and, where appropriate, at detecting at the time of posting items containing such articles;
- to develop to this end educational measures suited to the local situation, for the benefit of postal users and staff;
- to ensure wide dissemination of these measures and appropriate training of the staff, using the most effective modern technical methods (audiovisual or others),

¹ Conv (Doha 2012), art 18.3.

Instructs

...¹

(Proposal 4000.3, Committee 6, 2nd meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 39/1994

Exclusion of prohibited and dangerous goods from the postal service

Congress,

Considering
the provisions of the relevant articles of the Convention pertaining to the prohibition of mailing certain dangerous substances and articles,

Having taken note of
the proceedings of the Postal Security Action Group (PSAG) and the IATA–UPU/PSAG Joint Working Party concerning prohibited and dangerous goods, proceedings which once again underscored the gravity of the particular risks attendant upon transport by air,

Taking note
of the measures advocated by the Postal Security Action Group and the “Dangerous Goods” Subgroup of the IATA–UPU/PSAG Working Party and endorsed by the Executive Council with a view to excluding the insertion of prohibited and dangerous goods in postal items through enhanced education and awareness activities for the benefit of postal staff and customers, among other means through the organization of displays, the distribution of films, and the production of posters and literature dealing with dangerous goods,

Aware
of the work that remains to be done by postal administrations in their activities to combat the mailing of prohibited and dangerous goods,

Aware
that dangerous and prohibited items continue to circulate in postal items and that serious incidents involving loss of property and life continue to take place,

Urges

postal administrations, with the assistance of the UPU International Bureau, to:

- a strengthen measures aimed at preventing and detecting the insertion of prohibited and dangerous articles in postal items;
- b develop to this end educational measures suited to the local situation, for the benefit of postal customers and staff;
- c ensure wide dissemination of these measures and appropriate training for the staff, using the most effective modern technical methods.

(Proposal 028, Committee 6, 3rd meeting)

¹ Has become null and void.

Resolution C 6/1999

International traffic in child pornography

Congress,

Acknowledging

that child pornography is defined generally as the visual depiction of the sexual exploitation of a child and is defined more specifically by each member country's legislation,

Recognizing

that children are the most vulnerable members of society and need special protection from crime,

Bearing in mind

the 1989 United Nations Convention on the Rights of the Child,

Acknowledging

that the international market for such material often results in child pornography produced in one country being distributed in other countries,

Noting

the increased use by criminals of the international postal network to disseminate child pornography material and the increasing difficulty of intercepting such material,

Considering

that member countries have subscribed to the Universal Postal Union Acts and specifically to article 26 of the UPU Convention which prohibits the sending of obscene or immoral articles in international mails,

Recognizing

that a multidisciplinary and interagency approach is required to effectively combat offences against children at all levels,

Appeals urgently

to governments of member countries to encourage their legislatures to enact or strengthen legislation making the production, distribution, importation, exportation or possession of child pornography material criminal offences, and also making such acts or any assistance and incitement to child pornography punishable as a criminal offence,

Urges

postal administrations:

- to reassess the assistance they provide to give maximum priority to investigating child pornography, and to pay particular attention to protecting the interests of the child when combating this form of crime;
- to support international activities aimed at combating the use of the postal network to distribute child pornography material,

Instructs

the International Bureau to coordinate initiatives to combat international traffic in child pornography material through the postal services and to share any pertinent information with postal administrations and other international organizations involved in such initiatives.

(Proposal 064, Committee 6, 1st meeting)

Resolution C 10/1999

Creation of a network of postal security coordinators

Congress,

Recalling

Seoul Congress resolution C 35/1994 calling on administrations to take action to enhance the security and integrity of international mails,

Considering

- the need to safeguard the quality of the postal services;
- that, to remain competitive, administrations must include a guarantee of security in their postal activities;
- the vulnerability of the international postal system to all types of criminal acts and that information on such acts needs to be exchanged rapidly between postal administrations,

Aware

- of the social and business importance of maintaining public confidence in the security of international postal items;
- of the fact that the problems of postal security are so important that this area should be regarded as a priority activity,

Bearing in mind

- the considerable progress and results achieved by the Postal Security Action Group, since its creation, as regards the increased awareness and importance of security in the Union;
- the benefits arising for the postal administrations participating in the existing Memorandum of Understanding on cooperation between the Postal Security Action Group and the Postal Union of the Americas, Spain and Portugal, with regard to the establishment of an airmail security coordinators' network,

Urges

postal administrations to:

- adopt a security strategy at all levels of postal operations in order to maintain and increase their competitive edge in the market and enhance their public image;
- create a postal security coordinators' network, by appointing for that purpose a postal coordinator (as defined in the Airport Mail Security and Operations Manual, UPU Security Document No. 6 – Volume I, chapter 1.1.1) at the airport they use for international postal traffic,

Instructs

the International Bureau to coordinate and prepare with postal administrations a list of the names, followed by the contact details (fax and telephone numbers, postal and E-mail addresses) of airmail security officers and send this list to the member countries of the Universal Postal Union.

(Proposal 052, Committee 6, 1st meeting)

Resolution C 51/1999

National legislation in support of postal security

Congress,

Acknowledging

that to improve the quality of the postal service, ensure revenue protection, and contribute to a positive image of the Post, postal administrations must be able to guarantee security in all sectors of their activities,

Recognizing

- the importance of the prevention of injuries to people resulting from dangerous goods in the mail;
- the need to prevent the loss or theft of mail entrusted to the Posts by our customers;
- the importance to postal administrations of preventing revenue and asset losses;
- the social and business importance of preserving customer confidence in the Post,

Bearing in mind

the need to safeguard the quality and integrity of postal services,

Considering

the vulnerability of the international and domestic postal systems to criminal acts such as theft, robbery, burglary, assaults on employees, fraud, traffic in drugs, pornography, and other related crimes,

Acknowledging

the specialized knowledge and skill required to counter criminal activity directed against postal services and the limited resources available to counter this activity,

Appeals

to the governments of member countries:

- to develop and adopt specific postal laws, regulations and measures to ensure the integrity and security of the mail and to ensure quality of service and security of postal services worldwide and to empower postal administrations to react appropriately, in accordance with national legislation, to any kind of criminal abuse of the postal network,

Urges

postal administrations:

- to adopt a security strategy at all levels of the Post to prevent injuries to postal customers, employees and all parties who transport the mail; ensure integrity and security of the mails; increase the competitive edge and enhance the public image of the Posts;
- to create permanent security units within the Posts to provide security, investigative and preventive attention to ensure confidence in the mails;
- to assign postal security units sufficient authority to conduct activities to safeguard the Posts;
- to encourage other national security bodies to establish and strengthen close relations with that of postal administrations;
- to establish and develop close cooperation with appropriate national bodies in order to coordinate initiatives and improve the effectiveness of security activities,

Instructs

the permanent bodies of the Union to encourage international initiatives concerning the proposed legislation, regulations and measures by governments and postal administrations of member countries.

(Proposal 042/Rev 1, Committee 6, 3rd meeting)

Resolution C 56/2004

Combatting terrorism

Congress,

Reaffirming

the UPU's solidarity with and commitment to the resolutions by the United Nations Security Council and General Assembly in response to terrorism,

Noting

UPU participation in the United Nations Counter-Terrorism Committee and its affirmation of the resolutions adopted by this body,

Deeply concerned

by the devastating political and economic effects of terrorist attacks, including mail-borne biological attacks, for the current and future activities of UN common-system organizations, including the Universal Postal Union,

Also deeply concerned

by the increasing number of incidents of attacks on postal establishments and infrastructure, and by the disruption of mail systems by terrorists in the Union's member countries,

Acknowledging

that the criminal acts of terrorists may take many forms, strike against innocent people, and use means unanticipated by authorities,

Recognizing

that the global postal network, as a public service, may be used by terrorist or other criminal elements as a means to transport bombs, biological substances, radiological agents and other dangerous goods,

Strongly urges

Union member administrations:

- to commit appropriate resources to postal security initiatives;
- to reinforce or create, as appropriate, postal security units with the aim of coordinating their security activities with the UPU in the global fight against terrorism;
- to develop contingency and continuation of operation plans for mail processing centres and international offices of exchange in the event that mails are suspected of being used to transport illicit biological, chemical, or radiological substances; and
- to establish close and appropriate working contacts with State and local medical, first-responder and public health officials to prepare for incidents in which the mails are used to convey illicit biological, chemical, or radiological substances,

Instructs

the Postal Operations Council and Council of Administration to give priority attention to combatting the use of the Post as a vehicle for terrorism,

Decides

that the following articles of the Convention shall come into effect immediately:

- article 5.1: A postal item shall remain the property of the sender until it is delivered to the rightful owner, except when the item has been seized in pursuance of the legislation of the country of origin or destination and in case of application of article 15.2.1.1 or 15.3, in accordance with the legislation of the country of transit.
- article 15.8.1: The treatment of items wrongly admitted is set out in the Regulations. However, items containing articles mentioned in 2.1.1, 2.1.2 and 3.1 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin. If articles mentioned in 2.1.1 and 3.1 are discovered in items in transit, such items shall be dealt with in accordance with the national legislation of the country of transit.

(Proposal 074, Committee 6, 2nd meeting)

Resolution C 57/2004**Combatting money laundering and terrorist financing**

Congress,

Aware

of the 2001 Council of Administration resolution on combatting terrorism,

Noting

a keynote presentation by the Postal Security Action Group during 2002 on Countering Money Laundering and Terrorist Funding via Postal Financial Systems,

Reaffirming

the UPU's solidarity with and commitment to the resolutions adopted by the United Nations Security Council and General Assembly in response to terrorism,

Acknowledging

the Financial Action Task Force's 2001 Special Recommendations on Terrorist Financing and the work of the United Nations Counter-Terrorism Committee,

Recognizing

the importance of the International Monetary Fund, World Bank and Financial Action Task Force joint methodology for assessing compliance with anti-money laundering and combatting the financing of terrorism standards,

Taking into account

the Beijing Postal Strategy, in particular, the desire to address postal payment services, including money orders, electronic fund transfers, giro and postal savings, and the challenge to take the path of postal development based on adjusting and reforming organizational, financial and legal structures and adopting better business practices,

Noting

that the updated Financial Action Task Force 40 recommendations will, in part, focus to a greater degree on customer due diligence and identification of beneficial owners of legal entities,

Acknowledging

the importance and the size of the Post base which covers almost the entire world and includes 190 member countries, six million postal employees and 700,000 postal outlets,

Instructs

the Council of Administration:

- to begin an immediate dialogue with the Financial Action Task Force and World Bank on money laundering and terrorist financing issues;
- to seek observer status at the Financial Action Task Force plenary and in its appropriate working groups;
- to begin a collaborative education and training programme within the framework of UPU postal security activities to review what new countermeasures and business practices may be necessary in the light of the updated Financial Action Task Force 40 recommendations and the International Monetary Fund–World Bank methodology; and
- to survey members and observers to establish new objectives.

(Proposal 032, Committee 6, 2nd meeting)

Resolution C 23/2008

Development of postal security standards

Congress,

Acknowledging

that the provision of quality universal postal services relies upon a secure and efficient postal network,

Further acknowledging

that the modern Post will be dependent on a harmonized approach to the protection of employees, property and mail,

Noting

the need to develop and maintain consumer trust and to secure interagency electronic communications,

Further noting

that the development of standards is an integral component in improving the interoperability, quality and efficiency of the three-dimensional postal network,

Aware

of the World Customs Organization's development of the SAFE Framework of Standards to Facilitate Global Trade,

Also aware

of the development of regional and international cargo supply chain security models which do not adequately address the operational needs for the postal sector,

Understanding

the complexity of the international mail transportation network and endorsing the development of security measures based upon a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizing

the need for the Universal Postal Union and its members to be proactive in the development of security-related standards which are dedicated to the postal sector,

Endorses

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network,

Charges

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the development of physical and process security standards which are sufficiently flexible and possess the ability to be adapted within the existing operational risk management framework of each designated operator. The minimum security standards should include the broad areas of mail transportation equipment, access control, personnel security and screening, physical and procedural security, information technology security and training.

(Proposal 05.Rev 1, Committee 7, 3rd meeting)

Resolution C 53/2012**Development of supply chain standards for the postal sector**

Congress,

Acknowledging

that the provision of quality universal postal services relies upon a secure and efficient postal network,

Further acknowledging

that the modern Post will be dependent on a harmonized approach to the protection of employees, property and mail,

Noting

the need to develop and maintain consumer trust and to secure electronic communications,

Further noting

that the development of standards is an integral component in improving the interoperability, quality and efficiency of the three-dimensional postal network,

Recognizing

the need for a recognized international physical screening standard to ensure the safety of the postal supply chain,

Cognizant

of the International Civil Aviation Organization's Annex 17 – Security, Safeguarding International Civil Aviation Against Acts of Unlawful Interference,

Aware

of the World Customs Organization's development of the SAFE Framework of Standards to Facilitate Global Trade,

Also aware
of the development of regional and international cargo supply chain security models which do not adequately address the operational needs of the postal sector,

Understands
the complexity of the international mail transportation network and endorses the development of security measures based on a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizes
the need for the Universal Postal Union and its members to be proactive in the development of security-related standards which are dedicated to the postal sector and harmonized with the relevant ICAO security measures,

Endorses

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network as a requirement at critical facilities within the postal network,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the progressive implementation of supply chain standards for the postal sector – S58: General security measures, and S59: Security of office of exchange and international airmail.

(Proposal 62.Rev 1, Committee 7, 4th meeting)

Resolution C 61/2012

Continuation of the work on postal revenue protection

Congress,

Taking account
of the report submitted by the Consultative Committee on its 2009–2012 activities (Congress–Doc 13),

Considering
that postal revenue protection is an integral part of the security of the global supply chain of designated operators (DOs) and represents good commercial practice,

Aware
that, as shown by UPU studies, leakages of postage revenue may significantly reduce DOs' crossborder and domestic mail revenue, thereby hampering their ability to reach their financial targets, fund their universal service obligations and meet customers' needs,

Also aware
that several DOs have successfully reduced such risks by identifying and measuring leakages, introducing effective processes, controls, technologies, training programmes, and creating teams dedicated to postal revenue protection,

Recognizing
that the development of technologies relating to the identification, tracking and sorting of individual mail items (e.g. intelligent mail), helps DOs to protect postage revenue along the processing chain in a measurable way by making mail manifesting, sorting, and billing more reliable, and forecasting more accurate and less prone to errors and fraud,

Noting

that, since the last Congress, effective cooperation has been established between the Consultative Committee, UPU member countries and a range of stakeholders, including wider sector organizations and companies, the POC Postal Security Group and the restricted unions, around the shared goal of raising awareness of the importance of postal revenue protection, supported by joint activities such as operational reviews and regional workshops,

Also noting

that UPU member countries have expressed a need for additional UPU assistance in implementing operational activities, such as certification programmes, pilot tests and assistance in setting up postal revenue protection teams,

Mindful that

new activities should be funded primarily from extrabudgetary resources,

Instructs

the Postal Operations Council, in consultation with the Consultative Committee, to continue revenue protection activities involving UPU member countries and wider sector participants, with an emphasis on:

- the continuation, on an as-needed basis, of a range of activities aimed at raising awareness of postal revenue protection among senior managers of Posts and sharing best practices;
- the development and implementation, subject to the availability of extrabudgetary resources, of new optional services, such as an audit and compliance programme aimed at measuring, on request, the quality of designated operators' postal revenue protection processes;
- the development, also subject to the availability of extrabudgetary resources, of pilot tests and other operational projects aimed at reducing postage leakages in a proven, measurable way, demonstrating that investing in postal revenue protection activities makes commercial sense,

Invites

the Postal Operations Council, when establishing these activities,

- to extend participation to the wider sector including, but not limited to, CC members and other individual stakeholders;
- to seek synergies with the POC groups responsible for postal security, standards and operational efficiency,

Also invites

the International Bureau, in support of these activities, to develop partnerships with the restricted unions and, as far as possible, with other international postal organizations with a view to contributing to the implementation of regional strategies.

(Proposal 44, Committee 7, 5th meeting)

Recommendation C 62/2012**Drug trafficking and money laundering via the Post**

Congress,

Aware

that the security of postal employees and customers is the main priority worldwide, and that Posts are at risk of their services being used by criminal organizations to illegally send and transport psychotropic substances and/or narcotics, as well as to launder money,

Also aware

that, in order to guarantee the free circulation of postal items, it is necessary to implement security measures throughout the postal logistics chain, in accordance with prevailing standards, to use appropriate models to raise awareness among postal users, and to forge strategic alliances with specialized organizations countering drug trafficking and money laundering,

Considering

that it is primarily the responsibility of each country's police and financial intelligence units to define the actions required for taking preventative measures against these illegal acts and to suppress them by law, the member countries and territories should liaise with these entities in order to optimize the measures taken,

Recommends

that Union member countries:

- introduce security measures at counter inspection points, domestic sorting centres and offices of exchange/airmail centres;
- forge strategic alliances with monitoring organizations;
- establish general postal security regulations;
- implement campaigns to raise awareness among users of the combatting of drug trafficking and money laundering;
- provide continuous training to security personnel;
- cooperate with national and international authorities involved in combatting drug trafficking and money laundering, in particular through the post,

Urges

the restricted unions, as far as they are able, to facilitate and guide the implementation of the guidelines set out in this recommendation.

(Proposal 76, Committee 7, 5th meeting)

Resolution C 17/2016

Strengthening information technology security

Congress,

Acknowledging

that designated operators are increasingly reliant on information technology systems to support efficient operations and offer convenient services to their customers, and to provide important information to other operators,

Observing

that the dependence of mail operations and mail automation on information technologies has grown and will continue at an accelerated pace,

Recognizing

the growing interdependence of member countries' information technology to provide data across borders and around the world,

Aware

that goal 1 of the Istanbul World Postal Strategy places emphasis, among other things, on security as well as the use of information and communication technologies,

Conscious

of the global nature of security threats and their impact on member countries and customers,

Noting

that information technology security has been increasingly viewed as essential in recent information technology development efforts of the UPU committees and projects,

Also acknowledging

the need for guidance appropriate for member countries' information technology departments to safeguard data and system access,

Also aware

that information technology is ever changing, and therefore security measures will also have to keep pace,

Instructs

the Postal Operations Council:

- to conduct a study to identify relevant information technology security best practices, strategies and other measures, to promote a secure information technology environment for UPU member countries;
- to create an information technology security work item with the primary focus of monitoring information technology security trends to enable development of future requirements, as well as keeping UPU member countries abreast of the continually changing cybersecurity landscape, and to assign the work item to the group responsible for security for the UPU.

(Proposal 31, Committee 4, 5th meeting)

2.4.1.4 Forms

Formal opinion C 8/1979

Manufacture and use of international service forms

Congress,

Noting

that the forms used in the international service are not always manufactured in accordance with the specimens given in the Acts of the Universal Postal Union, in particular in the List of UPU Forms,

Considering

that the use of standard forms greatly facilitates postal operations and helps to avoid mistakes and misunderstanding,

Calls on

administrations to use forms in accordance with the specimens given in the Acts of the Universal Postal Union, particularly as regards size, layout, consistency of the paper and colour.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1263, 1435, 1731)

Formal opinion C 78/1984

Manufacture and use of international service forms

Congress,

Noting

that the paper used in the manufacture of international service forms is not always of acceptable quality, making it difficult to read entries and complicating all operations,

Considering

that the manufacture of forms in good quality paper facilitates postal operations and helps to prevent mistakes,

Calls on

all postal administrations, in accordance with 1979 Rio de Janeiro Congress formal opinion C 8, to have international service forms manufactured in good quality paper.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 385)

Resolution C 64/1989

Indication of the reason for delayed delivery of items on the C 9 inquiry form¹

Congress,

Referring

to article 147, paragraph 7, of the Detailed Regulations of the Universal Postal Convention², according to which “if ... the office of destination or the central administration of the country of destination or the specially appointed office, as the case may be, is able to say what finally happened to the item, it shall complete part 3 of the form. In cases of delayed delivery, retention or return to origin the reason shall be shown briefly on the C 9 form”,

Aware

of the importance of indicating the reason for the delayed delivery of a registered item or an insured letter on the C 9 form, in order to give a full and appropriate reply to the inquirer and avoid the detriment such delay is likely to cause both to the inquirer and to the administrations, which may well see their customers turn to other firms that offer them a better service,

Noting

that it is very common to receive C 9 forms stating that the item has been delivered 30 days or more after the date of dispatch without any reason for the delay being given,

Considering

that this lack of information gives rise to a new delay because it obliges the administrations to investigate the reason for the delay and thus further postpones the time when the inquirer can receive a full reply,

¹ CN 08 (Bucharest 2004).

² 1984 Hamburg text.

Recommends

the postal administrations of member countries to instruct their offices on the need to complete all parts of the C 9 form and, in particular, to give the reason for the delayed delivery, retention or return to origin, in order to provide the inquirer with precise information.

(Proposal 2500.3, Committee 4, 7th meeting; Congress – Doc 78.2, 14th meeting)

Formal opinion C 31/2004**Conformity of forms used by postal administrations**

Congress,

Aware

that article RL 267 and article RC 213 state that forms used by postal administrations shall be in conformity with the specimens annexed to these Regulations,

Recognizing

that the use of modern technology, especially computers and computer systems and in particular national computer applications, makes it difficult to meet this requirement,

Considering

that the present variety of national versions of international forms for various purposes makes them difficult to use and to extract information from in other countries,

Taking account of

the fact that more and more staff without general postal training are used to perform duties which contribute substantially to the financial results of postal operators,

Appeals urgently

to postal administrations to only design and use forms which are in conformity with the specimens prescribed in the Regulations or, if deviations are necessary because of important national reasons, to at least use the full UPU title and prescribed number on the form and to include all the relevant information needed to achieve the purpose of the completed form in the same order as on the specimen.

(Proposal 20. 0.7, Committee 6, 1st meeting)

Resolution C 50/2008**Use of Internet-based letter post inquiry processing software**

Congress,

Conscious

of the need to process letter-post inquiries at the speed required by customers,

Having noted

that the standard means of transmitting customer inquiries do not meet existing needs in terms of speed,

Considering

that the Internet is extensively used as a working tool at all levels worldwide,

Instructs

the Postal Operations Council:

- to conduct a study with a view to introducing letter-post inquiry processing software that incorporates the CN 08 forms provided by countries (of origin and of destination) and generates periodic reports and statistics that will allow the inquiry processing times of designated operators to be measured;
- to ascertain whether new software needs to be developed, or if the technological platform could be shared with an existing system;
- to propose a solution for designated operators wishing to use a system with the above-mentioned features,

The system adopted should allow:

- a inquiry-processing times to be shortened;
- b inquiry response times between designated operators to be monitored, which would prevent the payment of excessive amounts in compensation solely in order to comply with deadlines but without resolving the inquiry;
- c undue recourse to compensation to be monitored, and a record to be kept of individuals/institutions that make abusive use of the compensation mechanism.

(Proposal 78, Committee 7, 5th meeting)

2.4.1.5 Markets and customer relations

Resolution C 24/1999

Customer Service Charter

Congress,

Recognizing

the importance of making customers' needs the key focus of all activities of the Post, as stressed in the Seoul and Beijing Postal Strategies, embodied in the concepts of "Customer First" and "Customer Care" and reflected in the mission of the UPU,

Acknowledging

that customers' needs cover a wide area,

- starting even before a transaction is made (eg providing clear and up-to-date information about services);
- including the provision of secure, reliable, courteous and speedy services;
- right up to an efficient and courteous after-sales service, including handling any subsequent inquiries, complaints, compensation claims and settlement of accounts,

Noting

that it is the practice of many customer-driven companies to embody these concepts and commitments in a "Customer Service Charter" which is distributed and published widely, and which explains in clear, straightforward language

- what the customer has a right to expect from the postal service;
- how the customer should be treated by the postal service,

Recognizing

that the postal operators of the UPU member countries are also customers and suppliers of each other, often with volumes equivalent to major domestic customers, and should be treated with the same professional care and importance accorded to a major customer-supplier relationship, thus encouraging the postal operators of UPU member countries to act cooperatively to serve each other's customers,

Approves

the text shown in annex 1 as the Customer Service Commitment, which indicates the actions, values and principles which all UPU member countries' postal operators commit themselves to observe in their relations both with their customers and with fellow postal operators,

Recommends

- i that the postal operators of UPU member countries should use the text of the Customer Service Charter at annex 2 by publishing, displaying and communicating it throughout their own organizations, and especially to their customers; or alternatively, to use it as inspiration for publishing their own Customer Service Charter in the same way;
- ii that the Charter should be widely published, communicated and displayed by the UPU in appropriate places such as UPU publicity material and the UPU website.

(Proposal 067, Committee 7, 1st meeting)

Annex 1

Postal operators of UPU member countries' customer service commitment

The postal operators of UPU member countries with universal service obligations are committed to meeting customer needs in the following areas:

Customer information

Publishing, and making widely available, clear information, such as:

- service and product conditions, prices and standards;
- how to make inquiries or complaints.

Customer service standards

Establishing, and publishing widely, performance standards such as:

- delivery times for national and international letters, parcels and EMS;
- speed of handling inquiries, compensation claims and complaints;
- monitoring performance against these standards, and publishing the results.

Customer Care

- Establishing Customer Care units, with professionally trained staff, to handle customers' inquiries, compensation claims and complaints efficiently, speedily and courteously.
- Establishing regular customer contact forums, such as Customer Day and contact groups for customer representatives.

Recognizing and acting on customers' needs

- Listening actively to customers' concerns, measuring customer satisfaction, and being flexible in seeking constant improvement to services or procedures where needed.
- Training all staff to recognize the importance of the customer, and to be committed to excellence in providing all customers with services which are secure, reliable and speedy.

Acting as customers and suppliers to each other

- Building a customer–supplier relationship between UPU member countries' postal operators, so that their needs and the needs of their customers are treated with the same care and attention as is accorded to domestic customers.
- Challenging failures in our domestic services when they affect international customers.

Annex 2

Customer service charter for all customers in all countries

- We will provide high-quality, secure and reliable services.
- We will publish clear performance standards, monitor performance regularly against the standards, and publish the results.
- We will publish clear and up-to-date information about our services.
- We will provide customer contact points where you can make inquiries and complaints, and seek compensation.
- We will respond professionally, courteously and promptly in all our dealings with you.
- We will monitor how satisfied you are with our services, and we will constantly seek improvements in all areas, to meet your needs.

Resolution C 61/1999

Survey on changes in the product mix of postal administrations throughout the world

Congress,

Aware

- of the fact that there is a steady flow of business and private postal customers who turn to alternative services for sending their mail, and that this increased use of substitutes has a drastic influence on the income and product mix of the traditional postal service;
- that the availability of substitutes is influenced by technological development and the demands of customers for service and information,

In view of

the fact that the liberalization of the world's postal markets and the rapid development of substitute mail services is having a serious effect on traditional postal services, making it necessary to react by developing new areas of activity,

Instructs

the International Bureau to collect information on an ongoing basis concerning:

- i the use of substitutes and their influence on the product mix of the existing postal services;
- ii new areas of activity introduced by postal administrations, as well as initiatives and plans for new products and services, including those that have not succeeded or have been discontinued.

(Proposal 026, Committee 7, 2nd meeting)

Resolution C 65/1999

Upgrading UPU capability in the management of postal markets information

Congress,

In view of
the dramatic pace of changes in the postal industry, both national and international postal markets, in terms of growing market liberalization and deregulation, more sophisticated customer demand, and expanding competition of all types,

Taking into account
the need for the UPU and its members to be constantly aware of such changes, to be proactive and respond more rapidly and flexibly to the needs of the markets and the requirements of customers as stressed in the Beijing Postal Strategy,

Noting
that there is a need to increase the capability of the UPU/IB concerning postal markets information management,

Taking note
of the activities already undertaken during the period 1995–1999 directed towards the development of the UPU Postal Markets Information System,

Acknowledging
the benefits of such a system which flow to all of the stakeholders in the postal industry and which, in particular, will enable the UPU to develop and implement strategies based on worldwide market knowledge,

Instructs

- the Council of Administration to allocate the necessary funds needed for the development, deployment and management of the UPU Postal Markets Information System;
- the Postal Operations Council and the International Bureau to continue this project to develop and deploy the Postal Markets Information System;
- the International Bureau to:
 - a undertake regular postal environment, market and competitive analysis to support the strategic and operational decision-making process for the CA and POC and their working parties and task forces;
 - b encourage and facilitate the deployment of this system within the postal administrations of the developing countries.

(Proposal 058, Committee 7, 2nd meeting)

Resolution C 28/2004

Universal Postal Declaration of Customer Rights

Congress,

In view of resolution C 24/1999 (Customer Service Charter) and recommendation C 108/1999 (UPU Postal Operators Statement of Values) approved by the last Congress, and concepts such as “customer first” and “customer care” which are already included in the UPU mission,

Considering the importance given in postal strategies, especially over the last decade, to the role of customers in the survival of the Posts, to promoting postal services, and to increasing the range of services with the help of efficient and modern technologies,

Regarding the emphasis placed by the Universal Declaration of Human Rights in its Preamble and in article 21, paragraph 2, on the fact that: “... it is essential to promote the development of friendly relations among nations” and that “everyone has the right to equal access to public service in his country”,

Noting article 23, paragraph 4, of the same Declaration which states that: “everyone has the right to form and to join trade unions for the protection of his interests”, according to which postal administrations should provide the possibility of establishing customer communities seeking protection of their interests,

In view of article 25, paragraph 1, of the said Declaration to the effect that “everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services...” which draws our attention to the importance of implementing the Universal Postal Service provided for in article 1 of the UPU Convention,

Taking into account the effective role of UPU member countries in developing friendly relations among nations and their vital and important task in providing social services,

Approves

the text in the Annex entitled the “Universal Postal Declaration of Customer Rights” that assures the commitment of the Posts and their obligations towards customer rights as a human rights principle,

Invites

the International Bureau to develop a worldwide communication programme in partnership with the Posts around the world based on concepts originating from customer rights as one of the main features of human rights in the coming years,

Invites

member countries to:

- take note of customer rights as a human rights principle in their statements of values;
- issue a commemorative stamp on the subject of “customer rights as a feature of human rights”.

(Proposal 064.Rev 1, Committee 7, 2nd meeting)

Universal Postal Declaration of Customer Rights

The customer has the right to:

- benefit from high-quality and standard services at fair prices, according to his/her needs;
- benefit from an effective and comprehensive information system that incorporates his/her rights as well as the postal operator's responsibilities;
- enjoy a code of conduct based on ethical and human values and principles, without distinctions of any kind such as race, colour, gender, language, religion, political or other opinions, national or social origin, property, birth or other status;
- have access to postal services easily and conveniently;
- enjoy diversified choices in postal services;
- get fair compensation when the Post fails to deliver on its promise;
- be aware of his/her high status in the worldwide postal network and the fact that he/she is considered as a crucial partner in the success of the Posts;
- enjoy the possibility of establishing communities seeking to promote his/her interests.

Resolution C 7/2008

Customer relations and customer service

Congress,

Conscious

of the importance of making the needs of customers the key focus of all activities of the Post as reflected in the mission and activities of the Union,

Noting

the emphasis placed on customer issues by the 2004 Congress and in the Bucharest World Postal Strategy and,

Stressing

the value of partnerships and partnering between the postal operators and their customers in the customer satisfaction value chain, at international, regional and national levels,

Recognizing

- that weak links in the service delivery value chain will have a strong impact on all of the suppliers and their capacity to provide quality services to customers as promised and expected;
- that despite the efforts being made to increase the focus on customer service, there is not yet universal implementation of standards, guidelines and best practices by all of the service suppliers in the universal service value chain and network;
- the need to share knowledge, best practices and conduct benchmarking to monitor and ensure progress,

Urges

- the postal operators of Union member countries to:
 - make the needs of customers the key focus of their activities;
 - adopt and promulgate a customer service charter;

- commit to act as customers and suppliers to each other;
 - share information, resources and experience in targeted customer service areas;
 - make customer relations management and customer service a key focus of their training programmes;
 - participate in the activities undertaken at Union level,
- the Restricted Unions to:
- support the efforts of their members to become customer driven;
 - facilitate the development of marketing expertise,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to ensure that appropriate attention is paid to POC and CA initiatives and proposals that impact on customers, particularly initiatives and proposals that may affect costs and prices, and that, where possible, formal consultation with customer groups is undertaken to gauge external opinion,

Further instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- assist the postal operators of Union member countries to become more customer oriented, facilitating the sharing of best customer relations practices and developing capacity and capabilities in all areas of customer service relationships;
- monitor developments and participate in the work of other organizations at regional and international levels in the areas of customer services and customer relations;
- include in its work programme the following key issues:
 - a Customer service charter: encourage and facilitate its adoption;
 - b Customer satisfaction surveys: encourage and facilitate the undertaking of surveys which include both end customers and internal customers in the service delivery value chain. Apply benchmarking to monitor progress;
 - c Customer service and complaints management: ensure that continual improvement of the complaints-handling process and the overall quality of service and customer service are a permanent focus and objective of postal organizations;
 - d Training of staff in customer management and service areas: the Union's activities devoted to capacity building, including the related training programmes, should place emphasis on customer issues;
 - e Customer service commitment to build a customer-supplier relationship: all of the postal operators of Union member countries with universal postal service obligations should commit to act on customers' needs and act as customers and suppliers to each other;
 - f Customer day: take steps to encourage member countries to hold a customer day each year to improve interaction with, and seek feedback from, customers,

Invites

the Consultative Committee to participate actively in POC customer relations activities to ensure that customer issues are brought to the fore in POC deliberations.

(Proposal 31, Committee 7, 1st meeting)

Resolution C 8/2008**Markets and marketing development – Building capacity and capabilities in the areas of marketing and sales – assuring sound knowledge of the markets – facilitating access to the broadest knowledge and expertise available within the industry**

Congress,

In view of

the rapid pace of change in the postal industry worldwide in terms of globalization, competition, a new technological environment and more sophisticated and demanding customers,

Noting that

there is in many cases a capacity and capability gap between postal operators and market requirements, particularly in terms of market knowledge,

Noting that

positioning the universal postal network to be an effective and valued infrastructure and a vehicle for economic and social development in all Union member countries requires all of the links in the network to be capable of providing effective solutions to partner postal organizations in the service delivery chain and also to customers,

Acknowledging

the benefits of globally and regionally-focused research activities which enable governments, regulators, the bodies of the Union, and postal operators of member countries to increase knowledge and responsiveness to evolving markets' requirements, customers' needs and current and predicted changes in the postal industry,

Instructs

the Postal Operations Council and the International Bureau to:

- a initiate appropriate research projects concerning part or all of the postal sector and/or business, monitoring changes within the industry and making available to the bodies of the Union and to the member countries the outcomes of the research undertaken or accessed on a partnership basis;
- b develop adequate programmes and projects including the development of management guides and tools (i.e. implementation of a capacity-building approach), with a view to supporting the Posts in building sustainable capacity and capabilities in the various areas of markets, marketing and sales;
- c establish sharing networks and industry partnerships at international, regional and national levels and set up adequate working structures to facilitate the roll-out and implementation of the targeted projects and activities;
- d launch appropriate development projects aimed at facilitating access to markets and making it easier for customers to undertake international trade through the postal network, particularly for small and medium companies and for businesses operating from a "home" environment,

Urges

Postal operators and Restricted Unions to:

- a facilitate capacity-building in the targeted areas;
- b set up adequate working structures and partnerships to manage the targeted activities;
- c contribute to resource networking,

Invites

Governments to:

- a ensure that policy-making and the mechanisms put in place to regulate markets will not constitute barriers to markets development and the effectiveness of the postal network;
- b help build effective infrastructure, capacity and capabilities needed to facilitate markets development and making the postal network a valued infrastructure for economic and social development;
- c pay particular attention to what needs to be done in markets and marketing development to enable countries, particularly in the developing world, to identify and take advantage of the potential for development and be in a position to better serve the different customer groups,

Invites

the Consultative Committee to participate actively in POC markets development through sharing of knowledge and expertise in this field.

(Proposal 32, Committee 7, 1st meeting)

Resolution C 35/2008

Relations with the publishing sector

Congress,

Noting

the activities undertaken during the period 2005–2008 aimed at improving relations between the Union and the publishing sector,

Considering

the changes in the publishing mail markets in the last few years and the importance of good relations between Posts and their customers in the publishing sector,

Further considering

- that publishing mail represents an opportunity for achieving regular, periodic mail volumes;
- that the Union constitutes an appropriate forum for collecting and providing knowledge on the publishing mail market,

Acknowledging

the economic benefits to member countries, their designated operators and other industry stakeholders in fostering the growth of publishing mail for the dissemination of news, information and literature,

Convinced

of the value of strengthening relations with these stakeholders for mutual benefit,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

- provide an adequate framework for the continued improvement of relations between Posts and their customers in the publishing sector;

- continue to ensure interaction and coordination with partners in the publishing industry through the dissemination of best practices;
- encourage the development of publishing mail markets as a source of revenue for designated operators;
- develop related activities on the basis of extrabudgetary funds,

Further charges

the International Bureau to assist in managing and implementing the activities covered by this resolution.

(Proposal 34, Committee 7, 2nd meeting)

Resolution C 9/2012

Postal markets development

Congress,

In view of
the rapidly changing postal markets and business environment influenced by globalization, market liberalization, regulation, and more sophisticated customer demands,

Noting
that technological convergence and adoption of information and communications technologies by postal businesses are strongly influencing the design of new products and services,

Noting also
the reshaping of societal relationships and the consequential changes in communications,

Acknowledging
that markets and business knowledge is a key requirement for meeting development challenges of the postal sector and an asset to be leveraged in the postal environment to enhance sustainable growth prospects,

Recognizing
the emphasis placed on postal markets development in the draft Doha Postal Strategy,

Aware of
the role of the Post in economic growth and the consequential benefits to all postal sector stakeholders,

Concerned
that today's asymmetric development may inhibit the closing of the gaps between industrialized and developing countries, and that postal markets development and growth objectives therefore need to be inclusive of all countries to assure market effectiveness and complementarity of the links of the universal postal network,

Recognizing also
the value of the Postal Operations Council and International Bureau markets development areas, concerning in particular activities aimed at overcoming barriers, ensuring innovative project development, achieving business capacity development, enhancing stakeholder collaboration, and conducting markets research,

Urges

Union member countries to:

- provide the necessary framework for markets development at the national level, including by creating a business environment that will enable and encourage all key postal sector stakeholders to cooperate for mutual benefit;

- continue to transform and position the national postal service into a reliable and trusted business partner in the national economy and a valued partner of governmental policy implementation agencies in growth and poverty reduction strategies,

Invites

the Council of Administration to incorporate into its further work on reform of the Union the continuing need for the structures and rules of the Union to take full account of postal markets development,

Instructs

the Postal Operations Council to:

- make markets development and growth a key element of its work programme for the period 2013–2016;
- monitor the key drivers of market changes and identify the disruptive innovations that will impact on the postal business and that may require response from the postal sector at national, regional and international levels;
- identify and analyze the emerging technologies, changing markets and business models to help the postal sector achieve sustainability in the growing digital and mobile economies and their more demanding customer groups;
- identify and monitor postal business-related challenges of governments at national and regional levels and ensure that adequate postal solutions are developed to cope with these challenges;
- ensure that an integrative approach is applied to ensure that all service areas and customer requirements are taken into consideration when designing and implementing markets development strategies and projects;
- facilitate international product development by identifying and disseminating successful initiatives taken at national or regional levels;
- upgrade both capacity and capabilities of the weakest links of the universal postal network in the areas of markets strategy, markets and business development, thus ensuring the effectiveness of the whole chain,

Also instructs

the International Bureau to:

- build up its capacity and capabilities as a valued enabler of markets development;
- assist designated operators in enhancing their knowledge of markets, and make capacity development, markets information gathering and sharing, best practice sharing and outcomes measurement key elements of development cooperation,

Also invites

member countries and restricted unions to:

- cooperate with the bodies of the Union to facilitate markets development;
- roll out at regional level the capacity-building initiatives of the UPU,

Further invites

the Consultative Committee to participate actively in the work of the POC to develop and grow markets.

(Proposal 25, Committee 7, 1st meeting)

Resolution C 10/2012

Direct mail, direct marketing, and postal markets development

Congress,

Taking note

of the activities undertaken during the period 2009–2012 aimed at developing direct markets around the world,

Considering

- the current decrease in letter-post volumes due to the economic crisis and electronic substitution;
- POC Committee 1's view that direct mail still represents an important growth opportunity for Posts;
- that business customers are increasingly using direct mail integrated with other direct marketing media;
- that there are several opportunities for physical direct mail in a multi-channel environment;
- that designated operators in industrialized and developing countries are increasingly offering products and services along the entire direct mail value chain;
- the growing number of postal e-services provided worldwide;
- the diversification of designated operators' activities towards other direct marketing channels,

Aware

that countries and regions are at different stages of direct mail and direct marketing market development,

Acknowledging

the economic benefits to countries, designated operators and other industry stakeholders in the direct mail and direct marketing value chains,

Convinced

of the value of strengthening relations with all stakeholders for mutual benefit,

Convinced also

of the need to expand into wider direct marketing tools and position the postal channel as an essential part of all direct marketing,

Recognizing

the value and positive role of the Union in guiding the Postal Operations Council on matters relating to direct mail and direct marketing and in providing valuable industry expertise to designated operators in general,

Urges

member countries and their designated operators to undertake activities aimed at:

- increasing the volume and value of direct mail worldwide;
- fostering the development of direct marketing markets as a means of promoting economic and market expansion;
- increasing expertise in direct mail and direct marketing as used by businesses to acquire and retain customers;
- educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;
- improving knowledge of the direct mail and direct marketing markets as an essential tool for strategic decision-making,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- continue and expand the work of the DMAB into a broader “Direct Marketing Advisory Board”, aimed at fostering the growth of direct marketing through the Post by positioning designated operators as important direct marketing channels, and contributing to economic and market expansion by increasing market knowledge and developing the expertise of stakeholders at all levels;
- continue to promote the development of direct mail and direct marketing markets worldwide in partnership with the industry,

Also instructs

the International Bureau to maintain at least the current level of resources to manage and implement the activity plans defined by the new DMAB.

(Proposal 28, Committee 7, 1st meeting)

Resolution C 11/2012

Postal market development – Worldwide postal trade facilitation for micro, small and medium enterprises (MSMEs)

Congress,

In view of

the strategic drivers that are influencing the rapidly changing postal environment, including globalization, information technology and increasing competition, the national priorities given to development of MSME trade and formalization of the grey economy, together with more sophisticated customer demand,

Acknowledging

the challenges that governments in developing countries in particular are facing in terms of economic and social development, as reflected in countries’ growth and poverty reduction strategy and inclusion papers, and the United Nations Millennium Development Goals,

Noting

the objectives, strategies and plans of member countries to boost exports by enabling MSMEs to break through export barriers, in particular by providing easy-to-access and affordable solutions to facilitate export through the postal network worldwide,

Also noting

the views of many international organizations, which acknowledge that the UPU strategy of facilitating and reinforcing the integration and development of the physical, electronic and financial dimensions of the postal sector at the international level and among its member countries could dramatically facilitate expanding global trade,

Aware

of the results of the initiative by Brazil to provide MSMEs with easy-export and import postal solutions referred to as *Exporta Fácil* and *Importa Fácil*, which integrate export consultancy services, capacity development and customs intermediation for prompt clearance of goods moved through parcels and/or small packages,

Also aware

of the importance for member countries’ governments to use designated operators’ infrastructure as a lever for the development and social and economic inclusion of populations and MSMEs,

Further aware

of the increasing number of partnerships between governments and Posts, and of the growing number of export-related postal tools and programmes developed by designated operators,

Recognizing

the work undertaken by the International Bureau in the markets development and economics areas, the outcomes of the country-based research, and the development of a sustainable trade facilitation model by the International Bureau in the area of MSME trade facilitation via postal networks at national, regional and international levels,

Also recognizing

the specific needs, expectations and service requirements of governments, customers, designated operators and other stakeholders in the area of trade facilitation for MSMEs,

Mindful

that the strategies, development plans and activities of the UPU, as enshrined in the Doha Postal Strategy, should ensure that the postal sector continues to be an essential component of the global economy as well as a valued and trusted partner for merchants and buyers at national, regional and international levels,

Urges

governments to:

- develop and take full advantage of the ubiquitous postal infrastructures and networks, which are an essential platform for economic and social development, to facilitate trade at national, regional and international levels;
- encourage all key stakeholders, including the postal sector, to cooperate with a view to enhancing the potential of MSMEs by providing export and import solutions that are affordable and easy to access and implement,

Instructs

the Council of Administration to:

- consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;
- approve the partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

Also instructs

the Postal Operations Council to:

- make, as a key element of its work programme for the period 2013–2016, the use of postal networks (physical, electronic and financial) a factor in facilitating trade for MSMEs;
- add value to simplified export and import procedures based on member countries' best practices, with the aim of turning them into a UPU integrated and global postal network solution, and expand their roll out and availability throughout the universal postal network;
- consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;
- identify the performance gaps, challenges and opportunities that designated operators face in trade logistics and services;
- enhance the postal physical, electronic and financial networks and the postal core service portfolio wherever necessary to cope with MSMEs' trading requirements;

- further explore the economics, value and implementation strategy for a UPU shared infrastructure business model that would accelerate the closing of performance gaps related to three-dimensional trade facilitation by the postal network worldwide, with a view to overcoming the IT disconnect risk;
- develop programmes designed to increase the capacity and capabilities of designated operators to enable them to be regarded by all key stakeholders at national, regional and international levels as trusted partners for trade facilitation;
- identify initiatives and projects within the framework of the UPU, restricted unions and other international organizations that can be incorporated into and add value to simplified export and import procedures, mainly in relation to IT solutions, the provision of advance data for customs clearance, and means of payment;
- identify and recommend partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

Further instructs

the International Bureau to:

- build up its internal capacity and capabilities with a view to becoming a knowledge centre and being in a position to draw on its skills and know-how to provide effective services that meet the needs of designated operators;
- facilitate the deployment and enhancement of the UPU's trade facilitation supply chain tools;
- assist designated operators in adopting easy trade solutions and acquiring a sound knowledge of the MSME sector in order to be providers of information and solutions in respect of simplified export and import procedures;
- assist member countries and designated operators in identifying and securing resources to launch or develop postal trade facilitation activities;
- implement the partnerships approved by the CA with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development;
- report back on the progress made,

Invites

member countries and restricted unions to:

- develop and implement a strategy to secure national and regional political commitment, national and regional stakeholder collaboration, regional funding mechanisms, and regional roll out of the UPU's easy-export and easy-import solutions;
- cooperate with the bodies of the Union to increase and share market and postal trade knowledge, acquire a sound knowledge of the dynamics of the business, and respond in a timely and effective manner to the needs of MSMEs;
- capitalize on the density of the postal network to facilitate trade through postal networks for MSMEs in all UPU member countries;
- share comprehensive and timely statistical data on postal exchanges with the International Bureau on a regular basis,

Also invites

the Consultative Committee to participate actively in the work of the POC to facilitate market growth and contribute to the activities related to postal trade facilitation for MSMEs.

(Proposal 26, amended by proposal 104, Committee 7, 1st meeting)

Resolution C 42/2012

Postal innovation and electronic services

Congress,

Having examined
the Postal Operations Council's report on postal innovation and electronic services (Congress–Doc 27),

Aware
of the United Nations' recognition of the essential role of the postal sector in the development of the information society, and in connecting the unconnected in order to close the digital divide,

Acknowledging
the economic and social benefits that member countries can derive from the use of information and communication technologies (ICTs) for improving the efficiency of the postal network and delivering innovative postal services adapted to the changing needs in the market,

Noting in particular
the significant increase in the development and provision of secure and innovative postal electronic services, such as secure postal electronic mailbox, postal registered electronic mail, electronic postal certification mark and online management of address services, as well as e-commerce and e-government services,

Recognizing
the progress made by the POC since the 24th Congress in implementing the electronic service action plan, particularly the achievements related to developing and disseminating knowledge related to innovation in the sector, improving relevant regulations, and launching online training courses for e-services,

Recognizing also
the growth in customer demand for accessing postal services and products via different delivery channels, including the Internet, mobile telephone and social networks,

Considering
that six programmes of the draft Doha Postal Strategy are aimed at using ICTs for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

Invites

member countries to undertake activities aimed at:

- exploring the use of ICTs and innovative new e-services to fulfil universal service obligations;
- creating the appropriate policy framework to support the role of designated operators as trusted third parties in the world of electronic communications, and as providers of inclusive e-government services;
- supporting knowledge and technology development transfer in the postal sector in order to promote innovation and sustainable development;
- developing policy and technical cooperation between local Customs, small and medium-sized enterprises (SMEs), telecommunications providers and postal agencies in order to enhance the efficiency of the postal delivery network and stimulate economic growth;
- encouraging designated operators to innovate and develop postal electronic services on both a domestic and an international scale, as a means of bringing about social and economic benefits, and improving the cross-border flow of postal physical/electronic services,

Declares its support for

- knowledge development and capacity building related to innovation and postal e-services through research, training and workshops;
- interconnectivity of the postal electronic network through the development and adoption of common regulations and standards related to postal electronic services;
- development of international interoperable postal electronic services that respond to new needs in the market;
- cooperation and partnerships in the sector in order to facilitate access to expertise as well as technical and financial resources required for developing innovative services,

Instructs

the Postal Operations Council to:

- continue its activities concerning postal innovation and electronic services by implementing the action plan defined in Congress–Doc 27;
- continue developing e-learning materials and programmes related to postal e-services, e-commerce and innovation processes;
- develop necessary policy and regulations in the Acts of the Union, and promote the Union standards concerning e-services to support the interconnectivity of the electronic postal network;
- support multichannel delivery of postal services by developing a toolkit for the use of mobile phones and social media to deliver postal services;
- implement international interoperable postal e-services for exchange of accounting and settlement information between Posts and their airline partners, track and trace, hybrid mail, electronic invoices, postal registered electronic mail, electronic mailbox, address validation and change, and electronic identity;
- implement a toolkit assisting member countries in developing public–private partnerships among governments, Posts, universities, technology providers, e-commerce businesses, SMEs, and other private companies;
- promote and support cooperation and technology transfer among member countries for development of common international e-services and open postal platforms,

Also instructs

the International Bureau to:

- develop market research studies providing best practice information and monitoring the development of e-services worldwide;
- use ICT tools and social media to increase knowledge sharing regarding the opportunities and social and economic benefits for the Post to implement e-services strategies;
- provide assistance to least developed and developing countries;
- implement a programme for exchange of experts among member countries.

(Proposal 29.Rev 2, Committee 7, 3rd meeting)

Resolution C 43/2012

Development of the .post project

Congress,

Having examined
the Postal Operations Council report on postal innovation and electronic services (Congress–Doc 27),

Convinced
of the need to develop a single digital postal network to support the UPU in its mission as facilitator of communications between inhabitants of the world,

Acknowledging
the existence of an international, trusted internet-based platform interconnecting globally the e-commerce, e-post and e-government services as an essential component for promoting the sustainable development of the postal sector and its economy,

Noting
that the UPU is the first specialized agency of the United Nations to be a sponsor of a top-level domain (TLD) on the Internet,

Noting in particular
that the .post top-level domain is a secure electronic platform on the internet aimed at serving the needs of the global postal community, particularly in support of the integration of physical and electronic services and the provision of innovative postal services,

Recognizing with satisfaction
the considerable progress made since the 24th UPU Congress by the Council of Administration and the Postal Operations Council, with the assistance of the International Bureau, on the conclusion of the .post sponsored TLD agreement between the UPU and the Internet Corporation for Assigned Names and Numbers (ICANN),

Recognizing also
the progress achieved by the aforementioned bodies of the Union in establishing a governance structure for .post, including the .post Domain Management Policy, developing business, marketing and communication activities, starting the process of technical implementation of the TLD, and securing extrabudgetary resources to launch the domain,

Considering
that three programmes (3.1, 3.2, and 3.3) of the draft Doha Postal Strategy are aimed at supporting the development of the postal networks along three dimensions, and using information and communication technologies for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

Instructs

the Council of Administration to continue to take appropriate action within its framework of competences and to provide guidance to the Postal Operations Council on the implementation of the .post project,

Also instructs

the Postal Operations Council to continue to take any decisions within its purview deemed necessary to ensure, among other activities, the development, implementation and operational oversight of the .post project in a timely manner, including as the case may be any structures to be established in this regard, taking into account the relevant decisions adopted by the Council of Administration,

Charges

the International Bureau with continuing to ensure the effective overall coordination and execution of the .post project as mandated by the permanent bodies of the Union in accordance with its secretariat attributions, including without limitation the maintenance of institutional contacts with ICANN, the carrying out of procurement activities, and the provision of .post-specific advice and information to member countries.

(Proposal 30.Rev 1, Committee 7, 3rd meeting)

2.4.1.6 Postage stamps and philately

Decision C 16/1947

Sale of or trade in postage stamps

The sale of and trade in postage stamps is a purely internal matter. Each State shall make provision for it in the light of its own position in this matter.

(French Documents of the 1947 Paris Congress – volume II: pages 323, 1115)

Resolution C 5/1979

Illegal issue of postage stamps

Congress,

In view of

- the illegal issue of postage stamps by the so-called “Turkish Cypriot Postal Administration” of the so-called “Turkish Federated State of Cyprus” contrary to article 9 of the Universal Postal Convention (Lausanne 1974);
- the clarification in footnote 1 to the aforementioned article in the Annotated Acts, volume 2, which sanctions the principle that postal administrations only are competent to issue stamps denoting payment of postage;
- the fact that, according to this clarification, such postal administrations must be those of “UPU member countries” and those of “countries” which are not members, as well as the postal administrations of the United Nations (1964 Vienna Congress Documents, vol II, page 1010, proposal 1822, Argentina),

In view also of

the provision of article 2 of the Constitution of the Union that “member countries of the Union” are:

- a “Countries” which have membership status at the date on which the Constitution came into force;
- b “Countries” admitted to membership in accordance with article 11, which stipulates that only members of the United Nations and sovereign countries which are not members of the United Nations are eligible to accede to or be admitted as “member countries” of the Union,

Decides

- a to declare illegal and of no validity the stamps issued or to be issued by the so-called “Turkish Cypriot Postal Administration” of the so-called “Turkish Federated State of Cyprus”;

- b to instruct the International Bureau of the UPU to call upon the member countries of the Union to refuse to handle any mail bearing the illegal postage stamps issued or to be issued by the so-called "Turkish Cypriot Postal Administration" of the so-called "Turkish Federated State of Cyprus".

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1186, 1194, 1729)

Recommendation C 85/1979

Reproduction of postage stamps already issued by another administration

Congress,

Having noted

the result of the study on postage stamps and postal franking impressions carried out in accordance with 1974 Lausanne Congress resolution C 45, as a result which is given in the reasons for proposal 2578.1,

Noting

the support given to a suggestion that an administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should notify the latter of this intention beforehand,

Referring

to article 9 of the Universal Postal Convention¹, according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recommends

that any postal administration wishing to reproduce in one of its issues a postage stamp already issued by another administration should obtain the consent of the latter beforehand.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1265, 1584, 1798)

Recommendation C 27/1984

Choice of themes for postage stamps

Congress,

Having noted

the Executive Council discussions on the subject of the issue by certain administrations of postage stamps considered by other administrations to be offensive,

Referring

to article 9 of the Universal Postal Convention², according to which "postage stamps for denoting payment of postage shall be issued by postal administrations only",

Recalling

formal opinion C 14 of the 1957 Ottawa Congress and recommendations C 85 and C 93 of the 1979 Rio de Janeiro Congress, concerning the choice of themes for postage stamps,

¹ Conv (Doha 2012), art 8.

² Conv (Doha 2012), art 8.

Considering
the solemn affirmation of the purpose of the Union and the aims which it pursues, set out in the Preamble to
and article 1 of the Constitution and in article 1 of the Convention,

Aware
of the need for postal administrations to avoid any action likely to disturb the operation of the international
postal service,

Considering
the United Nations resolutions concerning understanding among mankind and the establishment of a lasting
peace in the world,

Recommends

that postal administrations, in choosing themes for their issues of postage stamps, should:

- make every attempt to avoid topics or designs of an offensive nature in respect of a person or a country;
and
- choose themes calculated to contribute to the dissemination of culture, the strengthening of bonds of
friendship among peoples and the establishment and maintenance of peace in the world.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 349)

Recommendation C 64/1999

Development and enhancement of activities to promote culture, philately and the postal services

Congress,

Considering
that the Universal Postal Union's mission is to promote, through the postal services, understanding and commu-
nication among peoples as well as international cooperation in cultural, social and economic fields,

Taking account of the fact

- that UNESCO's mission is to contribute to peace and security by promoting collaboration among the
nations through education, science and culture;
- that UNESCO is also striving for greater mutual understanding among peoples through the use of the
mass communication media, dissemination of culture and international cooperation,

Aware
that the Convention on the Rights of the Child is a legal international instrument incorporating a wide variety of
rights and, in particular, the right to cultural development,

Emphasizing

- that throughout its history, the UPU has undertaken different activities in this sense, such as the inter-
national letter-writing competition for young people, organized by the International Bureau jointly with
UNESCO;
- that the World Association for the Development of Philately (WADP) has accomplished and organized
many actions to develop this sector and promote culture and education,

Aware
of the need to enhance relations between the international organizations to help achieve common objectives,

Recommends

that the International Bureau develops closer cooperative ties with UNESCO and UNICEF in order to undertake with them activities to promote culture, philately and the Post,

Instructs

both Councils to prepare a worldwide strategy in support of national objectives in education and the promotion of culture, in cooperation with the International Bureau and the WADP.

(Proposal 045/Rev 1, Committee 7, 2nd meeting)

Resolution C 67/1999**Issue of a World Postage Stamp**

Congress,

Considering
the purpose and mission of the Universal Postal Union, as stated in the Preamble to and in article 1 of its Constitution,

Aware
of the fundamental role of the UPU, as a United Nations specialized agency, in promoting postal and philatelic activities worldwide,

Taking into account

- the fact that the development of philately invariably figures in the strategic planning of the Union's bodies;
- the obvious interest shown by Union member countries and philatelic customers in the various activities and initiatives undertaken and coordinated by the Philatelic Associations – UPU Contact Committee, now called the "World Association for the Development of Philately" (WADP),

Recognizing

- the importance of philately as a means of cultural exchange between peoples;
- the value that postage stamps have in teaching fundamental disciplines such as history, science and the arts;
- the need to promote the image of the Post and its role in the daily life of people;
- the fact that philately is a marketing means and a source of considerable revenue,

Wishing

to strengthen the direct support given by the permanent bodies of the Union to the development of philately,

Instructs

- the Postal Operations Council to study, in cooperation with the International Bureau and the World Association for the Development of Philately, the possibility of issuing a World Postage Stamp, by endeavouring to obtain the widest possible participation of Union member countries;
- the International Bureau to call upon the Restricted Unions to collect information regarding any experience they may have in this connection,

(Proposal 069, Committee 7, 2nd meeting)

Recommendation C 26/2008**Philatelic Code of Ethics for the use of UPU member countries**

Congress,

Referring

- to article 8 of the Universal Postal Convention (Bucharest 2004), which establishes the status of the postage stamp;
- to article RL 115 of the Bucharest Letter Post Regulations, which specifies the characteristics of postage stamps and postal prepayment impressions; and
- to the Philatelic Code of Ethics adopted by the Bucharest Congress under recommendation C 26/2004,

Observing

that postage stamps continue to have a commercial value when used for philatelic purposes,

Recognizing

that the Philatelic Code of Ethics as adopted by the Bucharest Congress has provided valuable guidance to the issuing postal authorities of UPU member countries in maximizing the value of postage stamps to collectors and issuing postal authorities,

Reaffirms

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

Recommends

that all issuing postal authorities observe the procedures set out in the attached revised Philatelic Code of Ethics when issuing and supplying postage stamps and postal products.

(Proposal 36.Rev 1, Committee 7, 2nd meeting)

Annexe 1

Philatelic Code of Ethics for the use of UPU member countries

The Philatelic Code of Ethics for the use of member countries comprises the following recommendations:

1 Issuing postal authorities creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

1.1 Philatelic products within the scope of this code include, but are not limited to:

- postage stamps, as defined in article 8 of the Universal Postal Convention (Bucharest 2004);
- cards and first day covers;
- presentation packs and albums;
- stamp yearbooks;
- envelopes with embossed or pre-cancelled/pre-printed stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article RE 306 of the Regulations of the Beijing Convention.

-
- 1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 8 of the Bucharest Convention, but are not considered to be postage stamps.
- 2 Issuing postal authorities shall not authorize such use of cancellation dies, hand stamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.
- 2.1 Issuing postal authorities shall not permit the use of such cancelling or marking devices by persons other than their own employees.
- 2.2 In certain exceptional cases, and provided that direct supervision is exercised by their employees, issuing postal authorities may authorize the use of these cancelling or marking devices by persons other than their own employees.
- 2.3 Where issuing postal authorities contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the issuing postal authority concerned, which shall ensure that this rule is strictly observed.
- 3 In the sale of products for philatelic purposes incorporating postage stamps, issuing postal authorities shall ensure that the handling of the postage stamp itself and the use of cancellation dies, hand stamps, cachets and other marking devices is in conformity with their respective postal procedures.
- 4 For each issue of postage stamps, issuing postal authorities shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, hand stamps and cachets for special occasions or events, issuing postal authorities shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although issuing postal authorities may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.
- 4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal purposes.
- 4.2 Issuing postal authorities shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, issuing postal authorities should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.
- 5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, issuing postal authorities shall, at all times, respect intellectual property rights.
- 6 If issuing postal authorities offer their customers personalized stamps, they shall establish a legal framework to protect the latter's status, in accordance with their national law.
- 7 Whilst issuing postal authorities have no control over the use of postage stamps or articles entrusted to the postal service for postal purposes once they have been sold, they shall nevertheless:
- 7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.
- 7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.
- 7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the issuing postal authorities themselves, to respect the provisions of the Philatelic Code of Ethics and of the issuing postal authority's national postal legislation. Issuing postal authorities shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures

- 7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, issuing postal authorities shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.
- 7.5 Issuing postal authorities shall retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.
- 7.6 Establish separate contractual provisions for the printers entrusted with producing the stamps and the agents responsible for marketing them.
- 7.7 Printing of postage stamps should only be awarded to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer.
- 8 Issuing postal authorities shall not produce postage stamps or philatelic products that are intended to exploit customers.
- 9 Issuing postal authorities shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Issuing postal authorities pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

Resolution C 38/2012

Development of philately

Congress,

Noting

that the sale of postage stamps and philatelic products generates significant revenue for many postage stamp issuing authorities (hereinafter to include designated operators, where applicable), particularly those in developing countries,

Noting also

that the support, commitment and excellent cooperation of philatelic sector partners is essential to the success of philatelic market,

Recalling

that the 24th Congress, in resolution C 36/2008, established an action plan for the development of philately because:

- philately constitutes an important part of the Post's business and provides appreciable support for postage stamp issuing authorities and for postal development in general;
- postage stamps and philatelic products continue to represent a considerable source of revenue when used for normal postage purposes and from the standpoint of commercial and philatelic use;
- postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services;
- postage stamps continue to serve as ambassadors for countries and their postage stamp issuing authorities, both nationally and internationally;
- the increased use of postage stamps by the private sector, particularly by direct marketers, and the use of personalized stamps, represent additional advantages for the promotion of the postal service,

Aware

that many member countries are transforming their old designated operators into commercial entities, and introducing competition into the letter-post market, but that few have really considered the question of philately during this process,

Considering

that the experiences of postage stamp issuing authorities whose countries have already moved in this direction can provide valuable lessons to others,

Recognizing

that the issuing of postage stamps as the symbols and trademarks of a country and its stamp issuing authority requires particular attention and the identification of a single official authority for this function;

Noting with satisfaction

the introduction and development of the world stamp numbering system (WNS) as a tool for registering and verifying legal stamp issues,

Urges

member countries to:

- ask postage stamp issuing authorities, when issuing stamps, to consider the needs of collectors and consumers of basic postal services, and the social and cultural value of stamps;
- give due consideration to regulatory questions associated with stamp issuing and philately, including copyright and intellectual property laws;
- put in place legal mechanisms not only ensuring the right of postage stamp issuing authorities to issue postage stamps in accordance with the UPU Convention, but also covering personalized stamps;
- contribute to the maintenance of tied contributions for the development of philately in order to meet urgent needs, primarily in the area of training,
- ensure that the postage stamp issuing authorities that issue postage stamps fully participate in the WNS;
- monitor the philatelic market to ensure compliance with national laws on the issuing of stamps and to do their utmost to eliminate or prevent abuses;
- provide the UPU with information on development of the market;
- adopt and implement best practices to ensure the participation of industry stakeholders at national level and their cooperation and support at international level,

Instructs

the Postal Operations Council to:

- pursue dialogue with partners in the philatelic sector and to coordinate philatelic development activities;
- continue its work on determining the most effective means of informing the members and the philatelic industry of postage stamps officially issued by postage stamp issuing authorities;
- continue to promote the application of best practices and sound business principles in the philatelic sector through targeted activities and training;
- pursue the implementation of training programmes for postage stamp issuing authorities which incorporate innovation, techniques for developing the philatelic market, the use of new technologies, improved security techniques for the issue of postage stamps, and environmental and sustainable development considerations;
- implement a strategy encouraging member countries to include in their annual philatelic programmes global themes requested by United Nations agencies;

- study the possibility of a merger of the WNS and the postal stamp exchange service (article RL 113 of the Letter Post Regulations) aimed at reducing costs.

(Proposal 10, amended by proposal 107, Committee 7, 2nd meeting)

Recommendation C 13/2016

Philatelic Code of Ethics for the use of UPU member countries

Congress,

Referring to:

- article 8 of the Universal Postal Convention, which establishes the status of the postage stamp;
- article RL 115 of the Letter Post Regulations, which specifies the characteristics of postage stamps and postal prepayment impressions; and
- the Philatelic Code of Ethics adopted by the 24th Congress under recommendation C 26/2008,

Recognizing

that postage stamps continue to have a commercial value when used for philatelic purposes,

Also recognizing

that the Philatelic Code of Ethics as adopted by the Bucharest Congress has provided valuable guidance to the issuing postal authorities of UPU member countries in maximizing the value of postage stamps to collectors and issuing postal authorities,

Reaffirms

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

Recommends

that all issuing postal authorities observe the procedures set out in the annexed revised Philatelic Code of Ethics when issuing and supplying postage stamps and philatelic products.

(Proposal 07, Committee 4, 3rd meeting)

Annex 1

Philatelic Code of Ethics for the use of UPU member countries

The Philatelic Code of Ethics for the use of member countries comprises the following recommendations:

1 Issuing postal authorities creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

1.1 Philatelic products within the scope of this code include, but are not limited to:

- postage stamps, as defined in article 8 of the Universal Postal Convention;
- cards and first day covers;
- presentation packs and albums;
- stamp yearbooks;
- envelopes with embossed or pre-cancelled/pre-printed stamps;

- cachets for special occasions and events and related products;
 - stamps with surcharges.
- 1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 8 of the Universal Postal Convention, but are not considered to be postage stamps.
- 2 Issuing postal authorities shall not authorize such use of cancellation dies, hand stamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.
- 2.1 Issuing postal authorities shall not permit the use of such cancelling or marking devices by persons other than their own employees.
- 2.2 In certain exceptional cases, and provided that direct supervision is exercised by their employees, issuing postal authorities may authorize the use of these cancelling or marking devices by persons other than their own employees.
- 2.3 Where issuing postal authorities contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the issuing postal authority concerned, which shall ensure that this rule is strictly observed.
- 3 In the sale of products for philatelic purposes incorporating postage stamps, issuing postal authorities shall ensure that the handling of the postage stamp itself and the use of cancellation dies, hand stamps, cachets and other marking devices is in conformity with their respective postal procedures.
- 4 For each issue of postage stamps, issuing postal authorities shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, hand stamps and cachets for special occasions or events, issuing postal authorities shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although issuing postal authorities may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.
- 4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal purposes.
- 4.2 Issuing postal authorities shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, issuing postal authorities should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.
- 5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, issuing postal authorities shall, at all times, respect intellectual property rights.
- 6 If issuing postal authorities offer their customers personalized stamps, they shall establish a legal framework to protect the latter's status, in accordance with their national law.
- 7 Whilst issuing postal authorities have no control over the use of postage stamps or articles entrusted to the postal service for postal purposes once they have been sold, they shall nevertheless:
- 7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.
- 7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

- 7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the issuing postal authorities themselves, and to respect the provisions of the Philatelic Code of Ethics and of the issuing postal authority's national postal legislation. Issuing postal authorities shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.
- 7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, issuing postal authorities shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.
- 7.5 Retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.
- 7.6 Establish separate contractual provisions for the printers entrusted with producing the stamps and the agents responsible for marketing them.
- 7.7 Award the printing of postage stamps only to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer, while abiding by public procurement practices (where applicable).
- 8 Issuing postal authorities shall not produce postage stamps or philatelic products that are intended to exploit customers.
- 8.1 In this spirit, issuing postal authorities shall not produce any abusive issues of postage stamps or philatelic products. Any issue that has one or more of the following features shall be regarded as abusive:
- A philatelic issue whose theme is a subject totally contrary to article 8, paragraph 5, of the definition of a postage stamp, i.e. alien to the culture of the issuing member country or territory, and which cannot be considered as contributing to “the dissemination of culture or to maintaining peace”.
 - A programme and issue whose quantity far exceeds the acceptable limits for philatelic issues as defined in point 4 of this Code of Ethics, particularly 4.2. That is, where the number of annual issues is unrelated to the actual market capacity, whether for postal prepayment or for stamp collection, of the member country or territory concerned.
- 8.2 On the proposal of the International Bureau, and with the approval of the relevant Union body, abusive issues may be reported on the WNS website. These incidents should be reported in a form proposed by the International Bureau and approved by the relevant Union body following the Istanbul Congress.
- 9 Issuing postal authorities shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Issuing postal authorities pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

2.4.2 Matters applicable to letter post and postal parcels

2.4.2.1 Airmail

Resolution C 60/1974

Affirmation of the principles of freedom of transit with regard to so-called “hijacking” activities

Congress,

Having noted
that so-called “hijacking” activities perpetrated throughout the world may directly or indirectly affect the principles of freedom of transit and the inviolability of postal items,

Wishing
to affirm these principles and to retain complete effectiveness in the face of new facts or acts which may infringe them,

Declares

that mails, regardless of what they may be or to which category they may belong, affected by so-called “hijacking” activities are inviolable, and that the subsequent forwarding of the said mails must be assured on a priority basis by the country where the aircraft landed or was freed, even if this aircraft is the subject of disputes of a non-postal nature.

(Documents of the 1974 Lausanne Congress – volume II: pages 974, 975, 1382)

Recommendation C 63/1974

Security of valuable items conveyed by the Post: general security and protection measures at offices of exchange and airports

(For the text, see page 122)

Recommendation C 70/1979

Speeding up the handling of airmail on the ground¹

Congress,

Having noted
the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting
the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware
that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Considering
that, to ensure continuity in transmission and the safety of mail, postal services at airports must be in operation when the mails depart and arrive,

Recommends

postal administrations:

- i to ensure in good time that they have at their disposal, at their countries' airports and/or elsewhere, facilities enabling them to take delivery of and handle efficiently:
 - a present and anticipated volumes of airmail, including foreign-origin airmail, arriving at destination or to be reforwarded;
 - b any surface mail conveyed by air under maximization-oriented services, including foreign-origin surface mail, arriving at destination or to be reforwarded;
 - c any containerized mail;
- ii to ensure, as far as possible, that postal facilities at airports are located in a position allowing easy access to the airport apron and to the passenger and cargo services;
- iii to ensure that the working hours of their services at airports coincide with the arrival and departure times of flights used for conveying mail; and
- iv to ensure that the transport facilities used between airports and city postal establishments are sufficiently quick, reliable and frequent, especially where airports are far from the city.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

¹ Cf CL 3410/1520 of 5 June 1989.

Formal opinion C 71/1979

Speeding up the handling of airmail on the ground¹

Congress,

Having noted

the results of the study carried out in accordance with resolution C 62 of the 1974 Lausanne Congress on speeding up the handling of airmail on the ground,

Noting

the importance of rapid and efficient performance of operations at airports in order to maintain the advantages offered to mail by the speed and regularity of air conveyance,

Aware

that a shortage of postal facilities at airports or a lack of space in such premises – especially at airports handling transit mails – may delay the forwarding of current mail and present an obstacle to the increased use of air transport for conveying mail,

Desirous

that postal administrations should be able to make their requirements regarding airport facilities known to the appropriate authorities of their countries at each stage of the construction or enlargement of airports,

Considering

that the mail must be taken in charge by the airlines on departure, and delivered to the postal services on arrival, under optimum conditions,

Expresses the formal opinion:

- i that the International Civil Aviation Organization (ICAO) should be asked to take appropriate steps to ensure that postal administrations are consulted from the initial stage of the planning of new airports and the enlargement of existing ones, and that administrations are invited to participate in the work of the National Facilitation Committees (FAL) where such committees exist;
- ii that the International Air Transport Association (IATA) should be asked to take similar measures, in particular so that postal administrations can be represented on any Consultative Committees for the planning of airports that may be set up;
- iii that IATA should be asked to remind its members of the desirability of cooperating with postal administrations at national level with a view to:
 - a fixing reasonable close-out times for handing over mails to the airlines; and
 - b expediting the handover of mails to the postal services upon arrival.

(Documents of the 1979 Rio de Janeiro Congress – volume II: page 1626)

¹ Cf CL 3410/1520 of 5 June 1989.

Recommendation C 43/1984

Airmail correspondence in transit à découvert: number of average rates per group of countries of destination

Congress,

Having taken note of the study carried out by the Executive Council in pursuance of resolution C 33 of the 1979 Rio de Janeiro Congress, including the result of the consultation of administrations carried out by circular letter No 3410.12(C)975 of 15 August 1980,

Noting that the majority of administrations participating in this consultation are of the opinion that a reduction in the number of average rates per group of countries of destination laid down in article 80, paragraph 1, of the Rio de Janeiro Convention (which may not exceed 10) is likely to simplify the accounting of air conveyance dues and the dispatch operations relating to airmail correspondence in transit à découvert,

Noting that some intermediate administrations have already reduced the number of average rates,

Recommends

intermediate administrations which have not yet done so to examine the possibility of reducing the number of rates per group of countries of destination for the next edition of the General List of Airmail Services (List AV 1).¹

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

Recommendation C 44/1984

Speeding up of airmail in transit à découvert

Congress,

Recalling recommendation C 70 and formal opinion C 71 of the 1979 Rio de Janeiro Congress,

Considering that airmail in transit à découvert suffers excessive delays in forwarding and that such delays can be avoided if transit countries give a true picture of their forwarding facilities,

Bearing in mind that à découvert exchanges form a large percentage of airmail traffic and for many developing countries provide the only means of forwarding airmail to most destinations,

Recommends

- i that transit administrations undertake the reforwarding of à découvert mail only if they are making up direct closed dispatches for the countries of destination;
- ii that postal administrations endeavour to minimize the number of transmissions à découvert;

¹ List CN 68 (Doha 2012).

- iii that the advertising of such transit facilities in the General List of Airmail Services (AV 1 List)¹ be realistic and aligned on existing transport outlets.

(Documents of the 1984 Hamburg Congress – volume II: pages 503, 626)

Resolution C 70/1984

Direct transshipment of airmails between different airlines

Congress,

In view of the provisions of article 74, paragraph 4, of the Convention (Rio de Janeiro 1979) according to which “If the administration of the country of origin so wishes, its mails shall be transhipped directly, at the transit airport, between two different airlines, provided that the airlines concerned agree to make the transshipment and that the administration of the transit country is informed of it beforehand”,

Recalling

that this rule which was introduced by the 1979 Rio de Janeiro Congress dispensed with the obligation to obtain the prior agreement of the intermediate administration to facilitate the direct transshipment of airmails between different airlines,

Recalling further

that, for this purpose, Congress approved the “practical application formula for the direct transshipment of airmails by the airlines” agreed between the Executive Council and IATA,

Noting

that these provisions are fairly frequently lost sight of and that, in particular, because they are not clearly informed by the dispatching administrations of their intentions, the administrations of the intermediate countries do not always know whether they should intervene in respect of the mails in transit, and this causes delays in forwarding and disputes with the airline representatives, as well as difficulties in the event of subsequent inquiries,

Noting

that the absence from the “practical application formula” of provisions governing the handling of airmails normally intended for direct transshipment, but from which the AV 7² delivery bill is missing, gives rise to costly inquiries and delays the settlement of accounts where the airmails are not handed over to the postal administration at the airport of transshipment but are forwarded by an airline by the first appropriate flight to destination,

Instructs

...³

Requests

administrations:

- to see that the “practical application formula for the direct transshipment of airmails by the airlines” is observed, in particular as regards the prior informing of the administrations of the intermediate countries at the time of establishing connections involving direct transshipment of mails between two different airlines (B, iv and viii, of the formula);

¹ CN 38 (Doha 2012).

² CN 38 (Doha 2012).

³ Has become null and void.

- to ensure that the outward airlines (first carriers) do in fact make all the arrangements laid down in the “application formula” for the proper execution of the direct transshipment with the airlines flying the subsequent parts of the route (second and, if applicable, third carriers), without the intervention of administrations of the intermediate countries, even in cases where the airlines operate at different air terminals or airports;
- to accept, for accounting purposes, the “replacement AV 7 bill”¹ upon its approval by the EC.

(Documents of the 1984 Hamburg Congress – volume II: pages 506, 639)

Recommendation C 71/1984

Settlement of airmail accounts

Congress,

Noting

that the delays in the settlement of airmail accounts continue to cause serious inconvenience to most airlines,

Considering

that the inclusion of airmail accounts in general accounts settled by offsetting which contain debts of different kinds may contribute to delaying the payment of the amounts due to the airlines,

Recommends

that administrations wishing to settle airmail accounts by offsetting should include them preferably in an AV 11 airmail general account²,

Reminds

administrations of 1979 Rio de Janeiro Congress recommendation C 72 which asks them to pay their national airline, without delay, the sums due to it as soon as the relative accounts are settled by the debtor administrations, possibly by offsetting.

(Documents of the 1984 Hamburg Congress – volume II: pages 508, 639)

Resolution C 65/1989

Exclusion of dangerous goods from airmail

(For the text, see page 129)

¹ CN 46 (Doha 2012).

² CN 52 (Doha 2012).

Resolution C 54/2008

Postal air waybill numbers

Congress,

Reiterating
its considerations and its will expressed in resolution C 33/2004,

Aware
that information technology developments combined with stringent operational processes now enable traceability of postal receptacles during their end-to-end international transportation,

Highlighting
the fact that postal receptacles' traceability during their end-to-end international transportation is a determining factor in the improvement of service quality and security for postal consignments,

Noting

- that the IATA–UPU Contact Committee has approved the use of the postal air waybill number combined with a product code enabling the identification of postal consignments and the application of processes that are specific to them;
- that the work of the IATA–UPU Group on EDI issues has led to the adoption by the Standards Board of standard M39 on EDI messages exchanged between designated operators and between these operators and air carriers;
- that standard M39 allows the exchange of postal air waybill numbers between stakeholders;
- that designated operators which modified their CARDIT system to include the postal airway bill number and product code to enable the identification of postal consignments can receive the relevant tracking data on the aforementioned topics from the airlines concerned,

Also noting

- that the use of postal air waybill numbers combined with the postal product code enabling the identification of postal consignments and the application of processes that are specific to them is a beneficial element in the interoperability of air transportation systems;
- that it affords uninterrupted traceability in cases where successive flights of the same airline or of different airlines are used;
- that it also enables the booking of capacity with air carriers, thus contributing to the sustainable availability of transport capacity which enables the reliability of postal flows;
- that it will also help to bring about paper-free transport of postal consignments in the future. In the effort to realize paper-free transport of postal consignments in the future, securing a clear record of each delivery is indispensable,

Convinced

- that the use of postal air waybill numbers combined with the postal product code will only produce its full benefits if all stakeholders in the international postal flow processing chain are able to use this number and this code to identify postal consignments as such in order to apply the required processes and if the various authorities concerned facilitate this use;
- that the designated operators would, in their contacts with customs authorities and border protection agencies or any other agency taking part in the postal processing chain in their respective countries, benefit from resolutions taken by the main international organizations involved with international air transport,

Endorses

the results of the work of the IATA–UPU Contact Committee, the IATA–UPU Group on EDI issues and the Standards Board concerning the use of postal air waybill numbers combined with the postal product code,

Invites

designated operators to use postal air waybill numbers combined with the postal product code with a view to improving traceability of postal flows,

Urges

member countries:

- to inform their respective authorities involved in the postal flow processing chain about the use of postal air waybill numbers combined with the postal product code and to ask them to make the necessary arrangements to facilitate this use;
- to encourage the international organizations, whether with regional or worldwide coverage, in which they are involved, to acknowledge the use of postal air waybill numbers combined with the postal product code and to facilitate this use by all operators concerned,

Instructs

- the Postal Operations Council:
 - in close cooperation with the IATA–UPU Contact Committee and the WCO–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the World Customs Organization (WCO), with a view to obtaining from the latter acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual practices for postal identification and processing, without this use causing any change in the applicable customs procedures;
 - in close cooperation with the IATA–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the International Civil Aviation Organization (ICAO), with a view to obtaining from this organization acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual practices for postal consignments identification and processing, ensuring that this use does not interfere with the postal legal status;
- the IATA–UPU Contact Committee:
 - in close cooperation with the International Bureau, and in the light of the Memorandum of Understanding signed between the UPU and the International Air Transport Association (IATA), to undertake all necessary discussions with IATA, with a view to disseminating information about the postal air waybill number combined with the postal product code to its members and promoting its use by them,

Decides

that any change to the UPU Regulations related to the exchange of international postal flows must lead to the gradual elimination of the use of paper-based documentation and promote procedures based on electronic data capture and electronic data interchange (EDI),

Consequently instructs

the Postal Operations Council to ensure strict enforcement of the aforementioned decision.

(Proposal 62.Rev 1, Committee 7, 5th meeting)

Recommendation C 60/2008**Lack of documentation when handing over airmail and S.A.L. dispatches**

Congress,

Noting

that, increasingly, incoming dispatches are not accompanied by CN 37, CN 38 and CN 41 forms,

Also noting

that a large number of verification notes need to be raised as a result of the missing forms,

Further noting

that replacement delivery bills need to be prepared, and then to be validated and signed by the airlines and that it is currently difficult to monitor what was actually dispatched, as a result of which bags are often lost and/or mislaid. This situation gives rise to insecurity, and generates costs in terms of man-hours and operational materials,

Considering

that article RL 190 of the Letter Post Regulations and article RC 178 of the Parcel Post Regulations clearly provide for the form of delivery of dispatches and the generation of the appropriate number of copies of the respective forms,

Also considering

that some designated operators are failing to comply with these articles,

Recommends

that countries be urged to comply with the existing provisions and to take all necessary steps to rectify the situation with respect to incoming dispatches.

(Proposal 77, Committee 4, 5th meeting)

2.4.2.2 Customs control**Recommendation C 4/1957****Exemption from customs duty¹**

Administrations undertake to use their good offices with the appropriate national authorities to ensure that books, catalogues, newspapers and periodicals shall not, in view of their cultural value, be subject to customs duty.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 458)

¹ Conv (Doha 2012), art 20.

Formal opinion C 40/1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

Congress,

In view of the results of the study undertaken by the Executive Council together with the Customs Cooperation Council (CCC)¹, which are summarized in the Comprehensive Report on the work of the Executive Council 1979–1984 (Congress – Doc 1), and resolution C 49 authorizing the Executive Council to reconstitute the CCC–UPU Contact Committee to deal with the continued study of common problems,

Noting

- that the CCC–UPU Contact Committee and the Executive Council considered it necessary, among other things, to make better known the existence of Annex F 4 to the International Convention on the Simplification and Harmonization of Customs Procedures (known as the Kyoto Convention), whose application would make it possible to facilitate the customs treatment of postal items; and
- that by the aforesaid annex the CCC once again wished to help to facilitate the flow of postal traffic,

Noting

that Annex F 4 to the Kyoto Convention has been ratified by only 11 countries out of the 95 members of the Customs Cooperation Council,

Taking account

of the suggestion by the CCC–UPU Contact Committee,

Expresses the formal opinion

that postal administrations should approach the authorities in charge of customs questions in their countries to request that they take steps to speed up the ratification of Annex F 4 to the Kyoto Convention.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 359)

Resolution C 49/2008

Border control

Congress,

Noting

that not only Customs, but also other border agencies may be involved in the control of items at a country's borders,

Considering

that the word “Customs” as used in article 18 of the Universal Postal Convention as well as in the Letter Post and Parcel Post Regulations is to be interpreted in a wide sense and is to cover all officially authorized border agencies associated with the control of postal items at a country's borders, in accordance with the national legislation of each country,

Recognizing

the need to identify these agencies and their competence as specified in the national legislation of each country,

¹ The CCC has become the World Customs Organization.

Invites

the member countries to provide the International Bureau with information about the competencies of their border agencies,

Instructs

the International Bureau

- to maintain a global register of the responsible agencies of each country;
- to insert appropriate comments under article 18 of the Convention and under the relevant articles of the Regulations.

(Proposal 68, Committee 7, 5th meeting)

Resolution C 55/2012**Work relating to customs matters**

Congress,

Noting

that customs processes form an integral and important part of the postal supply chain which facilitates free and secure global trade,

Further noting

the important nature of the work being carried out by the Customs Group since its reconstitution at the 2008 POC as a forum where postal specialists can work on customs-related issues, with the inclusion of the WCO–UPU Contact Committee providing opportunities for strong collaboration between the two organizations to address issues of common interest and concern,

Considering

that in the area of customs matters, there is a need:

- to closely follow new developments relating to customs regulations for international mail which affect UPU customs procedures;
- to develop and maintain standards for UPU Customs–EDI messaging and to promote the exchange of EDI messaging data between Posts and between Posts and customs authorities;
- to enable capacity building in electronic customs messaging;
- to leverage changes in the customs area across the mail chain to improve security and address supply-chain security concerns;
- to expand the use of the Postal Export Guide, which is an information system providing UPU member countries and their postal operators with an electronic tool to ascertain whether the intended exports are prohibited, restricted or admitted in the country of destination;
- to further improve compliance with customs declarations and UPU customs procedures;
- to seek ways of reducing the number of paper copies required with multiple-part UPU customs declarations forms (notably form CP 72, which often requires the use of a CP 91 envelope);
- to study, in collaboration with the World Customs Organization and, as appropriate, border control authorities, opportunities for reducing the number of customs declaration forms affixed to mail items in cases where electronic customs information has already been transmitted to the appropriate authorities;

- to continue its efforts, in cooperation with the World Customs Organization and other stakeholder groups associated with cross-border exchanges of postal items, to review the standards and procedures entailed in the postal customs model, and to develop and enhance those standards as necessary and, with specific reference to the WCO, initiate a review and joint action with the WCO for purposes of accelerating accession of member states to the WCO Revised Kyoto Convention and special annex J2 on postal matters;
- in concert with the various bodies of the Postal Operations Council, to initiate a review of the current customs-related regulations found within the UPU texts, for the purpose of aligning them to the existing and future needs of stakeholders, and develop and implement the necessary changes to existing regulations to transform existing paper-based processes to processes that are more efficient, through the use of electronic and automated technologies;
- to strengthen capacity-building activities among UPU member countries by developing e-learning courses and implementing training workshops at regional level;
- to continue to operate effectively with stakeholders in combating infringements of intellectual property rights in relation to postal traffic;
- to develop facilitative customer tools such as returns solutions, duty estimation and prepayment tools, and other initiatives that respond to mailers' needs,

Convinced

that achieving the above-mentioned objectives should be considered a priority in the context of the Doha Postal Strategy and in order to sustain the exchange of international mail under the distinct legal framework facilitated by the UPU Acts and Regulations,

Further convinced

that having as the UPU authority on customs matters a group of postal specialists who can also represent the postal sector at the WCO–UPU Contact Committee (the joint forum between Posts and customs authorities) will facilitate the achievement of these objectives,

Instructs

the Postal Operations Council, in collaboration with the International Bureau, to take all necessary measures to implement the objectives listed under “Considering” in this proposal, as well as the customs action areas outlined in Congress–Doc 23c. Annex 1, to re-establish a UPU customs function within its structure, and to re-establish the UPU–WCO Contact Committee in order to continue the collaboration between the two organizations and pursue joint actions in areas of common interest.

(Proposal 32.Rev 1, amended by proposal 90, Committee 7, 4th meeting)

2.4.2.3 Inquiries, liability and indemnity

Recommendation C 7/1947

Liability for the loss of a registered item

Any country which, under article 60, d, of the Convention¹, is exempt from all responsibility for the loss of a registered item, may decline to invoke this clause where satisfactory proof is furnished that the delay was inevitable.

(French Documents of the 1947 Paris Congress – volume II: pages 482, 1110)

¹.Conv (Doha 2012), art 24.2.7.

Formal opinion C 50/1969

Apportionment of responsibility between postal administrations

(Formal opinion regarding paragraph 3 of article 42 of the Vienna Convention – article 43 of the Tokyo Convention)¹

A corollary of the bulk advice system in the exchange of registered items is that administrations of origin and destination each pay half the indemnity due in case of loss. This division is the rule and one or other administration cannot avoid its share of responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by its services.

Certain countries which have subscribed to the bulk advice system in their mutual exchanges have, however, for reasons of their own, fallen into the habit of entering in detail certain registered items which thus escape the bulk advice system. In principle, there is nothing to distinguish these registered items from all the others.

Although these procedures are a distortion of the bulk advice principle, there would be no need to oppose them if they only represented a method for the administration of origin to trace the path of its registered items better, to fix their route of dispatch with accuracy. Although some administrations have never quoted these entries in an attempt to throw full responsibility for the loss on to the destination country, this is not the case with certain others, which have invoked these detailed entries in order to refuse, or try to refuse, to accept their share of responsibility in the absence of any verification on arrival in the country of destination.

Seeing that some administrations put forward demands which are incompatible with the Convention texts, the inference is that these texts are not precise or complete enough, and their scope should therefore be better defined, to avoid any ambiguities and any possibility of disagreement between administrations.

The principle of shared responsibility is, however, so absolute that the wording does not even allow for full responsibility on the part of the administration that admits or discovers that the loss occurred in its own services, as required by fairness and equity. This is a gap that should be filled.

Accordingly, Congress has adopted the formal opinion by Belgium and expressed the following opinion:

“When the exchange of registered articles takes place under the bulk advice system, by agreement in accordance with the provisions of article 153, paragraph 2, e, of the Detailed Regulations of the Vienna Convention, the responsibility for paying the indemnity which may be due for the loss of an article shall be shared equally between the administrations of origin and destination of the dispatch presumed to have contained the lost item, unless the responsibility of an intermediate administration can be established, or unless either the administration of origin or the administration of destination admits or discovers that the loss occurred in its own services.

“Administrations which have subscribed to an agreement to deal with registered articles on the bulk advice system cannot be relieved of their responsibility by citing unilateral proofs based on an entry or an individual acknowledgement, accidental or otherwise, made by their services.

“The entry in detail of some registered items, in particular, constitutes a unilateral derogation of the bulk advice principle and cannot be invoked by the administration which had practised it in order to be relieved of its share of responsibility.”

(Documents of the 1969 Tokyo Congress – volume II: pages 1109, 1464)

¹ Letter Post Regulations (Bucharest 2004), art 161.2.

Resolution C 64/1989

Indication of the reason for delayed delivery of items on the C 9 inquiry form¹

(For the text, see page 129)

Resolution C 81/1999

Information of the user about the postal liability regulations and indemnities

Congress,

Referring

- to the provisions covering postal liability regulations and indemnities in articles 34 and 35 of the Convention, and to the provisions deriving from them in the Letter Post Regulations and the Parcel Post Regulations;
- to the provision covering the sender's liability in article 36 of the Convention,

Considering

- that users of a postal service are not always aware of the specific liability regulations and indemnities;
- that a good knowledge of liability regulations and indemnities could contribute to a better choice of a specific postal service by the user, and lead to fewer complaints and to more complaints being satisfactorily resolved;
- that users are not always aware of the fact that they may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance, and that they are not always aware of the complaint procedure to be followed and of the possibility of taking further steps when the complaint has not been satisfactorily resolved,

Recognizing

that postal administrations cannot be expected to explain liability regulations, indemnities, the complaint procedure and possible further steps to each individual user when the latter has not asked them to do so,

Invites

postal administrations to:

- provide at postal service sales points easily understandable brochures containing the liability regulations and indemnities, both for their national services and for their international services, and containing the complaint procedure and possible further steps, and to make such brochures available to the public in post offices;
- make sure that their personnel can give satisfactory explanations about liability regulations and the complaint procedure when users ask for them;
- provide the information in brochures and, if possible, on the Internet, taking into consideration the following form:

¹ CN 08 (Doha 2012).

I. NATIONAL SERVICES			
INDEMNITIES	Loss	Theft	Damage
Registered item			
Recorded delivery item			
Parcel			
Insured item			
CIRCUMSTANCES OF NON-LIABILITY (prescription, ...)			
WARNING: the sender may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance			
II. INTERNATIONAL SERVICES			
INDEMNITIES	Loss	Theft	Damage
Registered letter	30 SDR*	Actual value theft; 30 SDR* at most	Actual value damage; 30 SDR* at most
Recorded delivery letter	Charges paid	Charges paid in the event of total theft	Charges paid in the event of total damage
Parcel	Actual value loss; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge	Actual value theft; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge, in the event of total theft	Actual value damage; 40 SDR* + 4.50 SDR* per kilogramme at most + charges paid, excluding the insurance charge, in the event of total damage
	<i>Force majeure</i> **: charges paid, excluding the insurance charge	<i>Force majeure</i> **: charges paid, excluding the insurance charge, in the event of <i>total</i> theft	<i>Force majeure</i> **: charges paid, excluding the insurance charge, in the event of <i>total</i> damage
Insured item	Actual value loss; insured value at most + charges paid, excluding the insurance charge	Actual value theft; insured value at most + charges paid, excluding the insurance charge, in the event of <i>total</i> theft	Actual value damage; insured value at most + charges paid, excluding the insurance charge, in the event of <i>total</i> damage

<p>CIRCUMSTANCES OF NON-LIABILITY</p> <ul style="list-style-type: none"> – the loss, theft or damage is the result of force majeure** – the loss, theft or damage has been caused by the fault or negligence of the sender – the loss, theft or damage arises from the nature of the contents – the item has been confiscated or destroyed by the competent authority because of its contents or has been seized under the legislation of the country of destination – the insured item has been fraudulently insured for a sum greater than the actual value of the contents – <u>the sender has made no inquiry within one year from the day after that on which the item was posted</u> – the item is a prisoner-of-war or civilian internee parcel
<p>SPECIFIC CIRCUMSTANCES (both in the country of origin and in the countries of destination (e.g. reservations))</p>
<p>WARNING: the sender may be liable for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or of non-observance of the conditions of acceptance</p>
<p style="text-align: center;">III. COMPLAINT PROCEDURE (national and international services)</p>
<p>POSTAL ADMINISTRATION</p> <ul style="list-style-type: none"> – contact point (address, telephone number, ...) – various steps in the procedure (time limits for handling the complaint, ...) <p>FURTHER POSSIBILITIES</p> <ul style="list-style-type: none"> – ombudsman, ministry, ... – contact points (addresses, telephone numbers, ...) – the time limits and other conditions for lodging the complaint and the sort of decision that can be expected (binding decision, non-binding advice, ...)
<p><i>*the amounts should not be given in SDR but in the national currency</i></p> <p><i>**Force majeure = (definition)</i></p>

(Proposal 20. 0.21, Committee 7, 3rd meeting)

2.4.2.4 Remuneration

Recommendation C 78/1989

Reserving terminal dues revenue for the purpose of improving the quality of the postal service

Congress,

Considering

- that the Constitution of the UPU is the fundamental Act of the Union;
- that article 1, paragraph 2, of the Constitution of the Union stipulates that the aim of the Union shall be to secure the organization and improvement of the postal services;
- that the UPU Congress meeting in Tokyo in 1969 established the principle of payment of terminal dues as remuneration for the costs incurred by the administrations of destination in assuming management of the traffic in imbalance;

- that the said remuneration implicitly entails for the postal administrations the obligation to endeavour to achieve the highest standards of quality of service;
- that, as a result, the costs of managing the traffic in imbalance must include the implementation of programmes for the organization, expansion and improvement of the postal service as a whole;
- that it is necessary to continue to strive to ensure that the revenue generated through the application of the terminal dues system is used to achieve the purposes for which the system was created,

Recommends

the Governments of Union member countries:

- to recognize the principle providing that the monies received as terminal dues be allocated in their entirety to the postal service of the country of destination, regardless of the legal status of that service, whether or not it holds assets in its own name, and irrespective of its autonomy of management, and, consequently, that the revenue derived from terminal dues be used exclusively as reimbursement for handling costs and for the constitution of the reserve funds required for replacement and improvement of the postal infrastructures of the countries;
- to establish procedures that will make it possible with the utmost expediency to transfer all revenue derived from terminal dues to the budget of their postal service, once the formalities required by domestic legislation have been observed.

(Proposal 3000.4, Committee 5, 5th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 37/1999

Use of income from reimbursement of terminal dues to improve the quality of postal services

Congress,

Considering

- that the 1969 Tokyo Congress established the principle of reimbursement for delivery so that administrations of destination could be compensated for the costs they incur and in order to handle traffic imbalances, thus obliging postal administrations to constantly improve the quality of their services;
- that recommendation C 78/1989 sets out clearly the reasons for giving the Posts the revenue derived from reimbursement of terminal dues so that they can improve the quality of the postal services;
- that the same line was followed by the 1994 Seoul Congress which took up the idea in its resolution C 32/1994, stressing that it was of the utmost importance to adopt provisions aimed at allocating all revenue derived from reimbursement of terminal dues to the implementation of programmes for replacing and improving postal infrastructures, and to use those same revenues to organize and improve the international postal service, in accordance with article 1, paragraph 2, of the Constitution of the Union;
- that efforts already made must be stepped up so that resources generated by application of the terminal dues system are devoted to achieving the objectives which underlay the establishment of this system, such as the implementation of programmes for organizing, extending and improving the postal service as a whole,

Instructs

the International Bureau of the Universal Postal Union to urge, through its Director-General and with the support of the Restricted Unions, the governments of member countries of the Universal Postal Union, especially those of the developing countries to:

- recognize the principle under which all the revenue generated by reimbursement of terminal dues is allocated to the postal service in the country of destination, whether or not this service has legal personality or independent assets and whether or not it enjoys a greater or lesser degree of autonomy;
- ensure, consequently, that the revenue from terminal dues is used for investment in the postal infrastructure, with the aim of improving the quality of service of the Post;
- adopt, as early as possible, once the required internal formalities have been concluded, machinery allowing the entire revenue derived from reimbursement of terminal dues to be transferred to the budget of the postal administration.

(Proposal 20. 0.30, Committee 4, 6th meeting)

Resolution C 42/2004

Equivalents

Congress,

Considering
that article RL 109.1 obliges postal administrations to fix the equivalents of the postal charges prescribed in the Convention and the other Acts of the Union and the selling price of international reply coupons, to which end each postal administration must notify the average value of the SDR in the currency of its country,

Aware
that the average value of the SDR which is operative from 1 January each year, determined on the basis of the data published by the IMF over a period of twelve months ended on the preceding 30 September, is not always reliable, since it sometimes differs considerably from the actual value, particularly in countries with weak economies,

Noting
that a large number of postal administrations do not notify that parity,

Taking into account
that updating of the List of Equivalents was suspended by decision CE 9/1993,

Instructs

the Postal Operations Council to conduct a study on the notification of average value of the SDR and to submit proposals with amendments in respect of article RL 109.

(Proposal 20. 0.17, Committee 4, 6th meeting)

Resolution C 44/2004

Extraterritorial offices of exchange (ETOE)

(For the text, see page 33)

Resolution C 46/2004

Terminal dues

Congress,

Noting

the results of the extensive studies on terminal dues performed by the Postal Operations Council leading up to the Bucharest Congress,

Recalling

that the 1999 Beijing Convention contains transitional terminal dues arrangements and that the final objective is to move to a country-specific payment system that is cost-based,

Recognizing

that it is not possible to attain this objective during the period of validity of the Bucharest Congress Acts without causing major difficulties for developing countries,

Acknowledging

that, for the development of a country-specific terminal dues system, before the end of the transition period all postal administrations need relevant, reliable information about their costs which allows them to evaluate the impact of their integration into a single terminal dues system,

Taking into account

the modifications to the terminal dues system adopted by the Bucharest Congress,

Considering

that these modifications constitute a further step on the way to a country-specific payment system,

Believing

that it is important to continue the work on terminal dues in a targeted and efficient manner with the aim of reaching the end objective as soon as possible, but in a gradual manner and by 1 January 2014 at the latest,

Further considering

that the issues associated with remuneration for the costs of services rendered are among the major concerns of the Union,

Believing

that the financial relations between postal administrations of dispatch and of destination must be founded on economic criteria that take account not only of the objectives established in order to approach more closely the cost and efficiency of the services rendered, but also of the environment in which the Posts operate, particularly with regard to the extent of market liberalization and the level of competitive activity,

Instructs

- the Council of Administration to:
 - a ensure that the terminal dues system submitted to the 24th Congress supports successful achievement of the universal service obligation (USO), as well as the integrity of the postal network;
 - b ensure that the terminal dues system submitted to that Congress contains clear mention of the end of the transition period at 31 December 2013;
 - c ensure a gradual transition towards a country-specific terminal dues system between 2010–2013; the most advanced developing countries in terms of the criteria to be defined by the 24th Congress should be the first to join the cost-based system before 2012; the single system for all countries will commence on 1 January 2014 at the latest, after comprehensive and conclusive evaluation by Congress;

- d keep itself updated on the progress of the terminal dues work of the Postal Operations Council;
- e see to it that regulatory requirements and customers' interests are taken into account in the proposal;
- f seek compatibility between the proposal and the rules of the WTO;
- g determine what audited cost and traffic data should be collected from the governments and postal regulators in cases where the quality and quantity of the data obtained by the Postal Operations Council from the postal administrations are inadequate;
- h review how pertinent economic and market data available from external, internationally recognized sources may be used;
- i approve methodologies developed by the POC to establish terminal dues rates, or to adjust existing rates;
- j determine whether and to what extent members should be bound by results developed from methodologies agreed in advance,
- the Postal Operations Council to perform the following work:
 - a Economic studies
 - develop methodologies for converting a postal administration's domestic tariffs or costs into terminal dues rates, which are consistent with the principles established by the Council of Administration;
 - determine the relation between domestic tariffs and costs in the member countries of the Union to establish the appropriate percentage of tariffs and mixture of rates to apply as terminal dues;
 - determine a methodology to apply a country-specific system;
 - develop and implement, in conjunction with the authorities of each country, an action programme designed to ensure that all postal administrations have a standardized cost accounting system before the end of the period of validity of the Bucharest Acts;
 - establish key postal development indicators;
 - collect and analyze data to determine the impact of changes on customers and on administrations;
 - b Policy questions
 - identify the improvements required to the existing system in order to meet the needs of the market and of member countries;
 - ascertain the conditions to be met for establishing a terminal dues system that takes account of country-specific costs while respecting the following two prerequisites:
 - knowledge on the part of each postal administration of its own costs, based on standardized and auditable cost accounting models, and
 - an evaluation of the impact of the move towards a single terminal dues system on the countries of the target system and on those of the transitional system;
 - design the optimum system by endeavouring to bring it closer to costs, taking into account the criteria listed in the preambular paragraphs of this resolution and work carried out on developing other multilateral and bilateral terminal dues arrangements;
 - draw up a transition schedule for application of such a system as soon as possible; since it will depend on satisfaction of the above-mentioned prerequisites, it is not realistic to introduce this single system before the end of the period of validity of the Acts of the 23rd Congress; however, intermediate stages for postal administrations that satisfy the conditions may be envisaged before this deadline;

- explore ways of remuneration taking account of the liberalization of markets;
- promote the use of direct access services to a larger number of administrations;
- c Statistics, accounting and operations
 - develop statistical, accounting and operational systems to promote economic and commercial advances in the terminal dues system;
 - develop further the statistical, accounting and operational procedures for direct access;
- d Quality of service link
 - implement the link between quality of service and terminal dues decided by Congress, in particular see to it that appropriate monitoring systems are available;
 - evaluate the quality of service measurement systems and propose the necessary improvements to enable the maximum number of countries to participate;
- e Internal air conveyance dues
 - review the current methodology for calculating internal air conveyance dues;
 - report study results to the 2006 POC and recommend changes if required.

(Proposal 20. 0.3, Committee 4, 4th meeting)

Resolution C 57/2012

Future work on the terminal dues system for 2018–2021

Congress,

Considering

the mandates given by the 2004 and 2008 Congresses to ensure that the remuneration systems to be proposed to the 25th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recognizing

that the financial relations between designated operators should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Recalling

that the provisions of the Convention concerning terminal dues contain transitional arrangements leading to the adoption at the worldwide level of the target system, which is characterized by country-specific, cost-based remuneration principles,

Aware

that the target system offers important development opportunities to the countries themselves and to the universal postal system as a whole through the link between terminal dues and quality of service and through the implementation of a quality measurement system,

Recognizing also

that the special situation of countries in the transition system needs to be considered very carefully so that these countries join the target system gradually and in a way that the development opportunities offered therein are ensured and the risks of negative impacts are minimized,

Noting

the results of the studies on market conditions, customer needs and impacts of terminal dues and tariff increases on designated operators,

Taking into account
regulatory requirements and customer interests,

Mindful
of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing further
that the objective of fully applying the provisions of the target system to all countries, by the recommended deadline of 31 December 2017, requires transitional measures for new target and transition system countries (classified by the 2008 Congress into groups 1.2, 2, 3, 4 and 5),

Mindful also
of the conclusions of the external study, which found that certain provisions of the transition terminal dues system (such as the compound rate) constitute a serious challenge to postal development,

Recognizing in addition
that the Quality of Service Fund is an important resource for improving the quality of postal services provided by countries in the transition system,

Considering further
that the work should be organized in a way that will allow the associated costs to be contained,

Instructs

the Council of Administration to:

- ensure that affordable universal service and the integrity of the postal network are maintained;
- continue the process of gradually applying country-specific, cost-based principles for the remuneration of letter-post exchanges at the worldwide level;
- pursue the objective and process of gradually applying target system principles to new target countries for the 2018–2021 period, while ensuring that transitional measures to mitigate financial impacts are taken. Due consideration should be given to eliminating inconsistencies in the transition terminal dues system, which hamper postal development;
- assess the possibilities and propose conditions and measures that will allow group 4 and 5 countries to benefit from application of the basic provisions of the target terminal dues system during the 2018–2021 period;
- ensure, in coordination with the POC, that countries in groups 3, 4 and, especially, 5 benefit from development projects, namely quality improvement projects financed through the QSF. To that end, a report containing an assessment of development projects implemented during this cycle and a proposal for the next cycle will be submitted to the 26th Congress;
- propose a timetable or a transition principle for the full application of target system provisions by countries in groups 1.2, 2, 3, 4 and 5, taking into account the experience gained from previous transitions of countries as well as the market, customer and financial impacts involved;
- review the methodology for the classification of countries, more particularly revising the methodology for low-volume small island developing states and landlocked developing countries, taking into account the possible impacts of their transition to the target system,

Also instructs

the Postal Operations Council to carry out the following work:

- regarding the terminal dues model:
 - conduct a cost study aimed at establishing the relationship between domestic tariffs and the cost of processing inward international mail;

- review the formula for converting the domestic tariffs of destination countries into terminal dues rates based on an accurate linearization methodology, taking into account the special situation of countries whose domestic tariffs are set on a social basis and do not cover the cost of providing inbound letter-post delivery services, and in particular taking into consideration format-separated terminal dues rates and the possible use of lower rates for non-priority mail;
 - assess the impact of the new terminal dues rates on markets and designated operators;
 - propose remuneration for other services (such as registered and insured letters);
 - propose changes to the systems applied for the remuneration of international postal items in the destination country, with a view to their harmonization;
 - examine access pricing as an alternative remuneration system;
 - study the possibility of applying parts of the target system provisions by the transition countries on a voluntary basis.
- regarding statistics, accounting and operations:
- develop operational, statistical and accounting procedures that are relevant to the terminal dues system;
 - develop operational, accounting and statistical procedures to complete the implementation of format separation of mails;
 - study the use of receptacles other than bags and its implications, including the question of gross and net weights and the management of such receptacles;
 - carry out a study on the transportation costs associated with surface mails in transit and propose land and sea transport rates to the 2014 POC;
 - review the provisions on the definition of bulk mail in the Letter Post Regulations, taking into account the reasons for their adoption and experiences resulting from their application;
- regarding the quality of service link:
- review the provisions governing the link between terminal dues and quality of service with respect to bonuses and penalties as well as applicable standards and targets;
 - propose a timetable for the participation of designated operators in the measurement system based on the timetable for the transition of countries to the target system;
- regarding the quality of Service Fund: ensure that appropriate levels of contributions are assigned to the countries most in need;
- report to the Council of Administration on the progress of the terminal dues work,

Further instructs

the International Bureau to:

- carry out the studies provided for in the work assigned to the CA and POC;
- implement the terminal dues system for the 2014–2017 period;
- support the work assigned to the CA and POC;
- update the Operations and Accounting Guide for terminal dues and transit charges, and undertake training activities for countries/regions in need;
- update the Transit Manual on a yearly basis;
- review the postal development indicator.

(Proposal 37, Committee 5, 4th meeting)

Resolution C 58/2012

Definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators

Congress,

Having noted

- that the official collection methods do not produce the desired results among countries with long-standing debts, despite the fact that the CN 52 accounts were duly accepted by the designated operators;
- that certain designated operators have debts in arrears dating back over 25 years on international accounts,

Aware

that neither the Acts of the Union nor the Regulations provide for a specific mechanism to address this situation,

Instructs

the Postal Operations Council to:

- carry out a study for the purpose of considering the inclusion in the Letter Post and Parcel Post Regulations of a sanctions mechanism to address the situation;
- present the mechanism during the next cycle with a view to a rapid implementation.

(Proposal 63, Committee 5, 5th meeting)

Resolution C 77/2012

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

Congress,

Having adopted

the provisions of the Union's new terminal dues system,

Considering

that 24th Congress resolution C 18/2008 approved the methodology for the classification of countries for terminal dues and QSF purposes and its application on a four-year classification cycle basis as of 2010,

Taking into account

the updates and complements to this methodology introduced by the CA during the 2009–2012 period based on previous Congress mandates,

Reiterating

the position of the last Congress that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided,

Noting

that the gross national income per capita reflects the potential to self-finance postal development and that the average costs per letter reflect the difficulties in serving the postal territory,

Bearing in mind

that the special needs of small countries/territories, i.e. small island developing countries/territories and land-locked countries/territories in similar circumstances, have to be fully taken into consideration,

Recognizing

the special needs of least developed countries for preferential treatment,

Noting also

the request submitted by the United Arab Emirates, approved by the 2012 CA, to add the following text, alongside the listing of the United Arab Emirates: “During the 2014–2017 period, the provisions applicable to a new terminal dues target system country shall be applied to the United Arab Emirates, while this country shall remain in group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service”,

Bearing in mind also

that the request of a country to apply provisions other than those pertaining to the group in which it is classified based on the postal development index falls under the provisions of section III of the classification methodology concerning appeals,

Further noting

the uncontested request to the CA by Palestine to be included in the classification list for terminal dues and QSF purposes,

Decides

- to approve the updated methodology for the classification of countries for the 2014–2017 period, as described in Annex 1;
- specifically concerning the case of the United Arab Emirates, regardless of the provisions in the methodology for the classification of countries for the 2014–2017 period, to allow that country to apply the same terminal dues rates as countries classified in Group 3 for the cycle 2014–2017, with that country applying the provisions pertaining to countries in Group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service;
- to approve the classification of countries for terminal dues and QSF purposes, in the groups shown in Annex 2; the provisions concerning terminal dues rates and levels of contribution and access to QSF funds are specified in the Convention,

Authorizes

the Council of Administration to:

- decide on the temporary downward reclassification of countries due to war or extremely severe economic crisis;
- hear any appeals and issue a decision no later than the CA session of 2013, following the process described in the classification methodology (section III) in Annex 1.

(Proposal 38, Committee 5, 2nd meeting)

Annex 1

Country classification methodology for the future terminal dues system – Updated proposal for the 25th Congress

I. Introduction

1 The present document describes the methodology approved by the 24th Congress for the classification of countries for terminal dues and Quality of Service Fund purposes, with some adjustments decided by the CA.

The business rules approved by the 24th Congress have been integrated into this document. The methodology and business rules are also applicable to the classification proposal submitted to the 25th Congress.

II. Methodology for the classification of UPU member countries

2 The methodology is essentially based on the postal development indicator (PDI). The PDI is then applied following a hierarchical approach for the listing of countries in groups using as reference the current target system countries and the United Nations Economic and Social Council (ECOSOC) classification of least developed countries (LDCs). Small-island developing states (SIDS) and land-locked developing countries (LLDC) status is also taken into account.

A. Postal development indicator (PDI)

3 The PDI includes a macroeconomic part, the gross national income (GNI) per capita, and a postal-specific part, the normal letter unit cost.

4 The GNI per capita is an indicator of the average annual income available to an inhabitant of the country in question. For given normal letter unit costs, it is true that the higher the GNI per capita, the more developed the country, and the higher its rank in the country classification.

5 The normal unit letter cost indicates, in terms of resource requirements (man-years per letter), the difficulties in serving the postal territory, given the level of postal services offered. This cost encompasses all financially relevant aspects of processing and delivering a letter and automatically weights them appropriately. For given GNI per capita, it is true that the higher the normal unit costs, the less developed the country and the lower its rank in the country classification.

6 A common reason for high unit costs in many developing countries is low volumes that imply high fixed costs per letter. In contrast, many developed countries benefit from low fixed costs per letter due to high volumes (economies of scale).

7 The mechanism related to normal unit costs works as follows: other things being equal, greater difficulties in serving the postal territory means:

- higher normal unit costs;
- a decreased reciprocal of normal letter unit costs;
- a decreased PDI value;
- a decreased rank in the PDI country classification.

8 The total normal costs in terms of full-time staff are determined by econometric regression, using as variables:

- for fixed costs: the population with home delivery, the surface area and the country characteristics (i.e. island);
- for variable costs: the number of letter-post items.

Total normal costs = $a_1 \times \text{weighted number of letters} + a_2 \times \text{surface area} + a_3 \times (\text{population} \times \text{percentage of home delivery}) + a_4 \times (\text{population} \times \text{percentage of home delivery} \times \text{island-dummy})$

9 The coefficients a_1 , a_2 , a_3 and a_4 reflect the importance of the respective variable for total costs. They are estimated using the least squares method.

10 The normal costs of the letter-post activity are derived by applying the following adjustments to the regression coefficients above:

- The variable cost coefficient a_1 is adjusted by multiplying it by the world-average income percentage of the letter-post. This adjustment reduces world-average total variable costs per letter to the world-average letter-specific variable costs per letter.
- The fixed costs coefficients a_2 , a_3 and a_4 are adjusted by multiplying it by the country-specific income percentage of the letter post divided by the sum of the country-specific income percentages of the letter post and of parcels and logistics. This adjustment reduces total country-specific network fixed costs to country-specific and letter-specific network fixed costs.

11 The letter-post normal unit cost for each country is calculated as the ratio between the letter-post normal costs and the weighted number of letter-post items.

12 Furthermore, for SIDS (small island developing states) and small LLCs (land-locked countries) in similar circumstances, the normal unit cost obtained is adjusted upward (in every single case by 15% at least). The agreed definition of small land-locked countries in similar circumstances is as follows:

- “small” = not larger than the largest SIDS;
 - “similar circumstances” (compared to SIDS) = DC status (developing country).
- Therefore, the special treatment will be granted to all land-locked developing countries not larger than the largest SIDS.

13 The PDI is obtained by applying the following formula:

- $PDI = (1 - \alpha) \times \text{postal-specific part} + \alpha \times \text{macroeconomic part} = (1 - \alpha) \times (\text{normalized } (1/\text{normal unit costs})) + \alpha \times (\text{normalized GNI per capita})$ where each part is normalized to a value between 0 and 1 according to the following formula: $\text{normalized value} = (\text{value} - \text{minimum}) / (\text{maximum} - \text{minimum})$.

14 The relative weight of the macroeconomic part, that is α , is 75%. Correspondingly, the relative weight of the postal-specific part is 25%. The greater weighting importance of the macroeconomic part is due to the fact that it constitutes a decisive classifying factor for both sides of the international postal process (inbound and outbound), whereas the postal-specific part concerns the inbound side only.

B. Hierarchical approach – comparative classification

15 The PDI values calculated as above are compared with the PDIs of countries in the current target system and with those of LDCs, following the ECOSOC classification.

16 Countries are classified in five groups, with the most developed countries in Group 1 and the least developed countries in Group 5:

- a Group 5 – all LDCs.
- b Group 1 – all remaining countries with a PDI value higher than the minimum PDI of current target system countries (where the minimum PDI is determined without regarding territories that are in the current target system). This rule was only valid for application for the 2008 classification.
- c Group 2 – all countries not in Group 1, 4 or 5 and with tariffs above the average tariffs of Group 1 countries. This rule was only valid for application for the 2008 classification.
- d Group 4 – all countries not in Group 1, 2 or 5 and with a PDI below the maximum PDI of Group 5. However, the maximum value of the postal development indicator (PDI) in Group 5, used for purposes of classification in Group 4, should not include the highest PDI value of countries found to be eligible for graduation from the list of least developed countries (LDCs) prepared by ECOSOC.
- e All remaining countries will be placed in Group 3.

17 The reclassification of countries will take place according to the following rules:

- i A 10% margin above the group threshold will be allowed before countries are classified in the upper group.

- ii An LDC losing that status will be classified in Group 3 or 4, depending on its PDI.
- iii There is no automatic downward reclassification, except temporary downward reclassification due to war or extremely severe economic crisis, following a CA decision.
- iv A review of the classification will take place every four years where the structural PDI parameters stemming from the cost regression are taken from the initial classification without change.

III. Appeals against classification

Appeal to account for anomalies or inconsistencies in individual country classification cases

18 The first type of appeal can be triggered by possible anomalies or inconsistencies in the application of the classification methodology. This type of appeal should be accompanied by sufficient evidence from official national or international sources supporting the reason for the request. It should propose specific alternative information or data that would replace those that caused the anomaly or inconsistency. Deviations from the data originally used in the classification must be clearly documented by the appealing country and submitted to the International Bureau for verification and validation. Any reclassification based on alternative information should not impact upon the classification of countries that did not submit a request for appeal.

Appeal to reclassify countries which can prove with well-argued evidence that there are valid reasons why their right to be kept in the transition system should be preserved

19 A second type of appeal corresponds to a member country's appeal to be kept in the transition system. This appeal must be accompanied by sufficient evidence and analysis to show that there are valid reasons (referring for example to the situations described in resolution C 17/2008) why their right to be kept in the transition system should be preserved. The appeal should take into consideration the areas where differentiated treatments are applied between target, new target and transition system countries in the UPU terminal dues system. These are the terminal dues rates applied, the obligation to link terminal dues to quality of service, and the payable and receivable QSF amounts.

Assessment of the appeal

20 The International Bureau, based on the information supplied by the interested country and depending on the type of appeal, will check the information, make a technical assessment, recalculate the postal development indicator (PDI) if necessary, and check or make a financial impact analysis if required.

Deadlines

21 An appeal for reclassification can be examined no later than the first CA session after Congress. Therefore, any such appeal, accompanied by complete relevant supporting data and information, must reach the International Bureau two months before the opening date of the session. The International Bureau's technical analysis of appeals received will be made available to CA members no later than two weeks in advance of the beginning of the CA session.

Duration of reclassifications

22 Any reclassification decided by the CA as the result of an appeal of the first type will be valid for the entire cycle.

Requests for reclassification due to war or extremely severe economic conditions

23 A country may request a temporary downward reclassification due to war or extremely severe economic conditions. The request should specify the group to which the country proposes to be reclassified and substantiate the reason given for the reclassification request. It should be documented with verifiable supporting data and information.

24 Such request could be received and examined by any CA session. The two-month deadline before the beginning of the relevant CA session for receipt of such requests also applies.

25 The International Bureau's technical analysis of requests received will be made available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

26 Any temporary downward reclassification decided by the CA will be valid for two years at the most, with a possible extension after that period upon a new decision by the CA, but not beyond the end of the cycle.

IV. Business rules for the application of the classification methodology

General rules

27 Classification for the years $n+2$, $n+3$, $n+4$ and $n+5$ (i.e. a four-year classification cycle) is established during the year n and based on the most recent data available, i.e. using macroeconomic data for $n-2$, postal and geographic data for $n-1$ and tariff data for n . If a variable value is missing, the most recent value available for the country in question will be used instead.

28 The four-year classification cycle means that a finalized classification for the years 2014, 2015, 2016 and 2017 is decided by the 2012 Congress, using macroeconomic data for the year 2010, and postal and geographic data for the year 2011. In case of missing data, the above rule will be applied.

V. Detailed list of classification variables and parameters with data requirements, sources and business rules

Population

29 Data for the year $n-1$ and $n-2$ is required. The source is UN statistics.

GNI per capita

30 Data for the year $n-2$ is required. The source is the World Bank, and the total GNI used is computed according to the Atlas method (GNI in USD).

31 In the case of missing GNI for the year $n-2$, any earlier value used will be "updated" to the $n-2$ period by multiplying the value in question by the world GNI growth factor for the relevant period.

32 The population used to compute the GNI per capita must correspond to the number of inhabitants during the year $n-2$, in order to ensure consistency with the GNI figure.

33 In cases where the GNI is not available, not even from other recognized sources (e.g. UN statistics), the GNI per capita is estimated on the basis of the GDP per capita for non-least developed countries (LDCs) (e.g. $GNI = GDP$); for LDCs, the GNI per capita is estimated by the GDP per capita of that LDC multiplied by the LDC average of the ratio between the GNI per capita and the GDP per capita.

Surface area

34 Data for the year $n-1$ is required. The surface area is to include land and sea in order to reflect the particular difficulties of multiple-island states.

35 The source is UN statistics, provided that they include the sea area. Otherwise, other recognized sources (e.g. the country's government data) will be used.

Items (mail volume)

36 Data for the year n-1 is required, as well as data for 2003 and 2004 (alternatively, data for the years preceding 2003).

37 The source is UPU Postal Statistics.

38 Missing data on the number of items will be replaced by an approximation based on GNI: 1) domestic items = GNI x regional average of (domestic items/GNI), 2) international dispatch items = GNI x regional average of (international dispatch items/GNI), and 3) international receipt items = GNI x regional average of (international receipt items/GNI). If GNI is not available either, an estimated GNI will be used (see above).

39 The volumes that are taken into account for the classification cannot fall short of the minimum of: 1) the approximation based on GNI according to the rule under § 38; and 2) the average number of items for the years 2003 and 2004 (if either the 2003 or the 2004 value is unavailable, the most recent earlier value, if available, is used instead). The rule is applied separately to domestic mail, international outbound mail and international inbound mail.

Weighting of the number of letter-post items

40 The weighting of volumes used for the calculation of total costs is made by weighting the domestic, international inbound and international outbound number of letter-post items by 100%, 68% and 32% respectively.

Home delivery percentage

41 Data for the year n-1 is required. The source is UPU Postal Statistics.

42 If no home delivery (HD) percentage is available for any year, it will be estimated according to the following business rule: % of HD = GNI per capita x world average of (% of HD/GNI per capita).

Postal income percentages

43 Data for the year n-1 is required. The source is UPU Postal Statistics.

44 Where the income percentage of the letter post or, respectively, parcels and logistics is not available, a world average is taken instead.

Number of posts (labour force)

45 Data for the year n-1 is required. The source is UPU Postal Statistics.

46 If the number of posts is not available for any year, it is calculated as the sum of full-time staff and 50% of part-time staff for the most recent year. If only a full-time staff number is available, the part-time staff number is estimated by: part-time staff = full-time staff x world average of (part-time staff/full-time staff).

47 If both the number of posts and the full-time staff number are not available for any year, the country cannot be included in the regression (for the classification there is no consequence, as the PDI does not depend on staff numbers).

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

<i>Countries and territories</i>	<i>PDI</i>
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Group 1.1 – List of countries and territories that were in the target system prior to 2010, that apply the target terminal dues system during the period from 2014 to 2017, and that contribute to the QSF as provided for in article 32 of the Convention

Australia	0.421
– Norfolk Island	–
Austria	0.623
Belgium	0.576
Canada	0.402
Denmark	0.669
– Faroe Islands	–
– Greenland	0.229
Finland	0.576
France	0.558
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia	0.346
– New Caledonia	0.226
– Wallis and Futuna Islands	0.034
Germany	0.602
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	0.499
– Guernsey	0.545
– Isle of Man	0.627
– Jersey	0.729
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	0.299
– Gibraltar	0.447
– Pitcairn Islands	0.149
– Tristan da Cunha	–
Greece	0.268
Iceland	0.323
Ireland	0.468
Israel	0.317
Italy	0.381
Japan	0.498
Liechtenstein	–
Luxembourg	0.833
Monaco	–
Netherlands	0.578
New Zealand	0.336
Norway	0.927
Portugal	0.277
San Marino	0.672
Spain	0.347
Sweden	0.556
Switzerland	0.829
United States of America	0.575
Vatican	–

<i>Countries and territories</i>	<i>PDI</i>
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Group 1.2 – List of countries and territories that joined the target system in 2010

Aruba	0.285
Bahamas	0.316
Hong Kong, China	0.347
Kuwait	0.474
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	0.267
– Bermuda	0.857
– British Virgin Islands	0.540
– Cayman Islands	0.728
– Turks and Caicos Islands	0.377
Qatar	0.598
Singapore	0.445
Slovenia	0.394
United Arab Emirates	0.495

Group 2 – List of countries and territories that joined the target system in 2012

Antigua and Barbuda	0.151
Bahrain (Kingdom)	0.190
Barbados	0.165
Brunei Darussalam	0.310
Croatia	0.175
Curaçao	0.237
Cyprus	0.309
Czech Rep.	0.303
Dominica	0.104
Estonia	0.223
Grenada	0.174
Hungary	0.210
Korea (Rep.)	0.254
Countries and territories	PDI
Macao, China	0.375
Malta	0.271
Territory under New Zealand:	
– Cook Islands	0.153
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Montserrat	0.142
Poland	0.161
Saint Christopher (St. Kitts) and Nevis	0.131
Saudi Arabia	0.149
Sint Maartin	0.237
Slovakia	0.215
Trinidad and Tobago	0.174

*Countries and territories**PDI*

Group 3 – List of countries and territories that apply the transition system provisions up to 2015 and the new target provisions as of 2016, that benefit from and contribute to the QSF as provided for in article 32 of the Convention

Argentina	0.079
Belarus	0.091
Bosnia and Herzegovina	0.058
Botswana	0.059
Brazil	0.117
Bulgaria (Rep.)	0.076
Chile	0.096
China (People's Rep.)	0.073
Costa Rica	0.065
Cuba	0.063
Fiji	0.067
Gabon	0.065
Jamaica	0.070
Kazakhstan	0.068
Latvia	0.148
Lebanon	0.079
Libya	0.108
Lithuania	0.135
Malaysia	0.106
Maldives	0.051
Mauritius	0.098
Mexico	0.081
Montenegro	0.078
Nauru	0.107
Territory under New Zealand:	
– Niue	0.051
Oman	0.173
Panama (Rep.)	0.064
Romania	0.088
Russian Federation	0.093
Saint Lucia	0.102
Saint Vincent and the Grenadines	0.072
Serbia	0.077
Seychelles	0.108
South Africa	0.076
Suriname	0.053
Thailand	0.066
the former Yugoslav Republic of Macedonia	0.056
Tunisia	0.052
Turkey	0.097
Ukraine	0.055
Uruguay	0.092
Venezuela (Bolivarian Rep.)	0.099

<i>Countries and territories</i>	<i>PDI</i>
Group 4 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention	
Albania	0.037
Algeria	0.040
Armenia	0.029
Azerbaijan	0.046
Belize	0.037
Bolivia	0.015
Cameroon	0.013
Cape Verde	0.030
Colombia	0.048
Congo (Rep.)	0.018
Côte d'Ivoire (Rep.)	0.014
Dem People's Rep. of Korea	0.012
Dominican Republic	0.042
Ecuador	0.034
Egypt	0.022
El Salvador	0.034
Georgia	0.023
Ghana	0.015
Guatemala	0.026
Guyana	0.025
Honduras (Rep.)	0.015
India	0.017
Indonesia	0.027
Iran (Islamic Rep.)	0.047
Iraq	0.020
Jordan	0.040
Kenya	0.015
Kyrgyzstan	0.010
Moldova	0.032
Mongolia	0.016
Morocco	0.034
Namibia	0.043
Territory under New Zealand:	
– Tokelau	0.017
Nicaragua	0.017
Nigeria	0.010
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	0.036
– St Helena	0.025
Pakistan	0.012
Papua New Guinea	0.015
Paraguay	0.022
Peru	0.039
Philippines	0.020
Sri Lanka	0.032
Swaziland	0.044
Syrian Arab Rep.	0.023
Tajikistan	0.009

<i>Countries and territories</i>	<i>PDI</i>
Tonga	0.046
Turkmenistan	0.039
Territory under United States of America:	
– Samoa	0.038
Uzbekistan	0.013
Viet Nam	0.024
Zimbabwe	0.005

Group 5 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention

Afghanistan	0.003
Angola	0.032
Bangladesh	0.008
Benin	0.009
Bhutan	0.019
Burkina Faso	0.004
Burundi	0.002
Cambodia	0.006
Central African Rep.	0.003
Chad	0.005
Comoros	0.021
Democratic Republic of the Congo	0.001
Djibouti	0.012
Equatorial Guinea	0.122
Eritrea	0.005
Ethiopia	0.004
Gambia	0.006
Guinea	0.043
Guinea–Bissau	0.004
Haiti	0.006
Kiribati	0.026
Lao People’s Dem. Rep.	0.008
Lesotho	0.011
Liberia	0.001
Madagascar	0.003
Malawi	0.008
Mali	0.004
Mauritania	0.007
Mozambique	0.003
Myanmar	0.012
Nepal	0.008
Niger	0.002
Rwanda	0.011
Sao Tome and Principe	0.018
Senegal	0.009
Sierra Leone	0.002
Solomon Islands	0.013
Somalia	0.000
South Sudan	–
Sudan	0.010
Tanzania (United Rep.)	0.005

<i>Countries and territories</i>	<i>PDI</i>
Timor-Leste (Dem. Rep.)	0.018
Togo	0.008
Tuvalu	0.054
Uganda	0.006
Vanuatu	0.023
Western Samoa	0.031
Yemen	0.009
Zambia	0.010
Palestine ¹	0.017

Resolution C 7/2016

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes for the 2018–2021 period

Congress,

Having adopted
the provisions of the Union's new terminal dues system,

Considering
that Congress resolution C 18/2008 approved the methodology for the classification of countries and territories for terminal dues and QSF purposes for the 2010–2013 period,

Considering also
that the 25th Congress (i) reiterated the position of the previous Congress that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided; (ii) noted that the gross national income per capita reflects the potential to self-finance postal development; and (iii) noted that the average costs per letter reflect the difficulties in serving the postal territory,

Recognizing
that Congress resolution C 77/2012 approved the update to the aforementioned methodology and its application for the 2014–2017 period,

Bearing in mind
that Congress resolution C 57/2012 instructed the Council of Administration to continue the process of gradually applying country-specific, cost-based principles for the remuneration of letter-post exchanges at the worldwide level, as well as to propose a timetable or a transition principle for the full application of target system provisions by all countries and territories, taking into account the possible impacts of the transition to the target system,

Noting
that Congress resolution C 77/2012 allowed the United Arab Emirates to apply the same terminal dues rates as countries in group 3 for the 2014–2017 period, with that country applying the provisions pertaining to countries in group 1.2 for the purposes of the QSF and the quality of service link to terminal dues.

¹ Palestine has observer status within the UPU by virtue of resolution C 115/1999 of the Beijing Congress.

Noting also

the Council of Administration decisions on requests for temporary downward classification in the 2014–2017 period lodged by the Maldives, Tunisia and Libya, as well as on the request by the Netherlands to separately classify the Caribbean part of the Netherlands,

Taking into account

that four sets of terminal dues provisions are applicable to the six groups of countries and territories (i.e. group 1, groups 1.2 and 2, group 3, and groups 4 and 5), with the only exception being that the level of QSF contributions paid to countries in group 4 differs from that paid to countries in group 5, recognizing the special needs of least developed countries for preferential treatment,

Bearing in mind also

that the request of a country to apply provisions other than those pertaining to the group in which it is classified falls under the provisions of Annex 1 concerning appeals,

Decides

- to update the grouping of countries for the 2018–2021 period by reducing the number of groups from six to four, in order to align the number of groups with the respective terminal dues provisions applicable thereto, except as pertains to the level of contributions to the QSF originally paid to countries in groups 4 and 5 in the 2014–2017 period;
- to approve the classification of countries and territories in the groups shown in Annex 2 for terminal dues and QSF purposes in the 2018–2021 period, in accordance with the relevant provisions specified in the Convention;
- to classify the Caribbean part of the Netherlands in the new group II (former groups 1.2 and 2), since it had not been classified by the 25th Congress;
- that least developed countries classified as such by the 25th Congress in the former group 5 (as of the date of adoption of Congress resolution C 77/2012) shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV,

Authorizes

the Council of Administration to:

- decide on the temporary downward reclassification of countries and territories owing to war or extremely severe economic crisis;
- decide on the classification of other countries and territories not originally classified by Congress;
- hear any appeals and issue decisions, following the process described in Annex 1,

Instructs

the International Bureau to:

- make technical assessments of appeals for temporary downward reclassification, owing to war or extremely severe economic crisis, or for the classification of countries and territories not classified by Congress, and report to the Council of Administration;
- implement Congress and Council of Administration decisions on issues concerning country classification;
- collect the relevant data from the countries and territories concerned for the technical assessment of their appeals,

Urges

member countries to:

- abide by the provisions related to their classification groups;
- provide the International Bureau with relevant data to enable the conduct of technical assessments of member country appeals.

(Proposal 21, Committee 4, 2nd meeting)

Annex 1

Appeals on country classification for the terminal dues system in the 2018–2021 period*a Requests for reclassification owing to war or extremely severe economic conditions*

1 A country in group IV, but not in the ECOSOC list of least developed countries (LDCs) as of the date of adoption of Congress resolution C 77/2012, may request a temporary downward reclassification owing to war or extremely severe economic conditions, in order to benefit from higher QSF contributions applicable to those LDCs. The request shall substantiate the reason given for the reclassification request and be documented with verifiable supporting data and information.

2 Such requests may be received and examined by any CA session and shall be sent to the International Bureau two months before the beginning of the relevant CA session.

3 The International Bureau shall perform technical analyses of requests received and make them available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

4 The temporary downward reclassification decided by the CA shall be valid for a maximum of two years, with a possible extension after that period upon a new decision by the CA, but not beyond the end of the 2018–2021 period.

b Requests for classification

5 Any country or territory not classified by Congress, and therefore not listed in Annex 2, will have the possibility to request classification at any CA session.

6 Such requests may be received and examined by any CA session. The two-month deadline specified above in § 2 shall equally apply.

7 The International Bureau's technical analysis of requests received shall be made available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

8 The classification decided by the CA shall be valid for the whole period (2018–2021), but not beyond the end of that period.

Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

<i>Countries and territories</i>	<i>Former group</i>
Group I (formerly group 1.1) – List of countries and territories that were in the target system prior to 2010 and shall apply the target system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention	
Australia	1.1
– Norfolk Island	1.1
Austria	1.1
Belgium	1.1
Canada	1.1
Denmark	1.1
– Faroe Islands	1.1
– Greenland	1.1
Finland (including the Åland Islands)	1.1
France	1.1
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia (including Clipperton Island)	1.1
– New Caledonia	1.1
– Wallis and Futuna Islands	1.1
Germany	1.1
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	1.1
– Guernsey	1.1
– Isle of Man	1.1
– Jersey	1.1
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	1.1
– Gibraltar	1.1
– Pitcairn, Henderson, Ducie and Oeno Islands	1.1
– Tristan da Cunha	1.1
Greece	1.1
Iceland	1.1
Ireland	1.1
Israel	1.1
Italy	1.1
Japan	1.1
Liechtenstein	1.1
Luxembourg	1.1
Monaco	1.1
Netherlands	1.1
New Zealand (including the Ross Dependency)	1.1
Norway	1.1
Portugal	1.1
San Marino	1.1
Spain	1.1
Sweden	1.1
Switzerland	1.1
United States of America	1.1
Vatican	1.1

<i>Countries and territories</i>	<i>Former group</i>
Group II (formerly groups 1.2 and 2) – List of countries and territories that joined the target system in 2010 (formerly group 1.2) and 2012 (formerly group 2) and shall apply the target terminal dues system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention	
Aruba, Curaçao and Sint Maarten	1.2 (Aruba), 2 (Curaçao and Sint Maarten), previously part of “Netherlands Antilles and Aruba”
Antigua and Barbuda	2
Bahamas	1.2
Bahrain (Kingdom)	2
Barbados	2
Brunei Darussalam	2
Croatia	2
Cyprus	2
Czech Rep.	2
Dominica	2
Estonia	2
Grenada	2
Hong Kong, China	1.2
Hungary	2
Korea (Rep.)	2
Kuwait	1.2
Latvia ¹	2
Macao, China	2
Malta	2
Territory under Netherlands: – Dutch Caribbean (Bonaire, Saba and Sint Eustatius) ²	1.1
Territory under New Zealand: – Cook Islands	2
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	1.2
– Bermuda	1.2
– British Virgin Islands	1.2
– Cayman Islands	1.2
– Montserrat	2
– Turks and Caicos Islands	1.2
Poland	2
Qatar	1.2
Saint Christopher (St. Kitts) and Nevis	2
Saudi Arabia	2
Singapore	1.2
Slovakia	2
Slovenia	1.2
Trinidad and Tobago	2

Group III (formerly group 3) – List of countries and territories that joined the target system in 2016 and shall apply the target system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention

Argentina	3
Belarus	3
Bosnia and Herzegovina	3

¹ Initially classified in group 3, Latvia voluntarily moved to group 2 in 2014 (IB circular 105/2013).

² Classification recommended by the 2015 CA.

<i>Countries and territories</i>	<i>Former group</i>
Botswana	3
Brazil	3
Bulgaria (Rep.)	3
Chile	3
China (People's Rep.)	3
Costa Rica	3
Cuba	3
Fiji	3
Gabon	3
Jamaica	3
Kazakhstan	3
Lebanon	3
Lithuania	3
Malaysia	3
Mauritius	3
Mexico	3
Montenegro	3
Nauru	3
Territory under New Zealand:	
– Niue	3
Oman	3
Panama (Rep.)	3
Romania	3
Russian Federation	3
Saint Lucia	3
Saint Vincent and the Grenadines	3
Serbia	3
Seychelles	3
South Africa	3
Suriname	3
Thailand	3
the former Yugoslav Republic of Macedonia	3
Turkey	3
Ukraine	3
Uruguay	3
United Arab Emirates (UAE) ³	1.2
Venezuela (Bolivarian Rep.)	3

Group IV (formerly groups 4 and 5) – List of countries and territories that apply the transition terminal dues system during the period from 2018 to 2021 and that benefit from the QSF as provided for in article 28 of the Convention

Albania	4
Algeria	4
Afghanistan ⁴	5
Angola ⁶	5
Armenia	4
Azerbaijan	4
Bangladesh ⁶	5
Belize	4

³ The Doha Congress classified the United Arab Emirates in group 1.2 for the purposes of the QSF and the terminal dues link to quality of service, but allowed that country to apply the same terminal dues rates as countries classified in group 3 for the 2014–2017 period.

⁴ LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

⁶ These countries appealed against their classification and were reclassified from former group 3 to former group 4 by the CA in 2013 (Tunisia and the Maldives) and in 2015 (Libya) up to 2017.

<i>Countries and territories</i>	<i>Former group</i>
Benin ⁶	5
Bhutan ⁶	5
Bolivia	4
Burkina Faso ⁶	5
Burundi ⁶	5
Cambodia ⁶	5
Cameroon	4
Cape Verde	4
Central African Rep ⁶	5
Chad	5
Colombia	4
Comoros ⁶	5
Congo (Rep.)	4
Côte d'Ivoire (Rep.)	4
Dem People's Rep. of Korea	4
Dem. Rep. of the Congo ⁶	5
Djibouti ⁶	5
Dominican Republic	4
Ecuador	4
Egypt	4
El Salvador	4
Equatorial Guinea ⁵	5
Eritrea ⁷	5
Ethiopia ⁷	5
Gambia ⁷	5
Georgia	4
Ghana	4
Guatemala	4
Guinea ⁷	5
Guinea-Bissau ⁷	5
Guyana	4
Haiti ⁷	5
Honduras (Rep.)	4
India	4
Indonesia	4
Iran (Islamic Rep.)	4
Iraq	4
Jordan	4
Kenya	4
Kiribati ⁷	5
Kyrgyzstan	4
Lao People's Dem. Rep. ⁷	5
Lesotho ⁷	5
Liberia ⁷	5
Libya	3
Madagascar ⁷	5
Malawi ⁷	5
Maldives ⁸	3
Mali ⁷	5

⁵ LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

⁶ These countries appealed against their classification and were reclassified from former group 3 to former group 4 by the CA in 2013 (Tunisia and the Maldives) and in 2015 (Libya) up to 2017.

⁷ LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

⁸ These countries appealed against their classification and were reclassified from former group 3 to former group 4 by the CA in 2013 (Tunisia and the Maldives) and in 2015 (Libya) up to 2017.

<i>Countries and territories</i>	<i>Former group</i>
Mauritania ⁷	5
Moldova	4
Mongolia	4
Morocco	4
Mozambique ⁷	5
Myanmar ⁷	5
Namibia	4
Nepal ⁷	5
Nicaragua	4
Niger	5
Nigeria	4
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	4
– St Helena	4
Pakistan	4
Palestine ⁹	5
Papua New Guinea	4
Paraguay	4
Peru	4
Philippines	4
Rwanda ⁹	5
Samoa ⁹	5
Sao Tome and Principe ⁹	5
Senegal ⁹	5
Sierra Leone ⁹	5
Solomon Islands ⁹	5
Somalia ⁹	5
South Sudan ⁹	5
Sri Lanka	4
Sudan ⁹	5
Swaziland	4
Syrian Arab Rep.	4
Tajikistan	4
Tanzania (United Rep.) ⁹	5
Territory under New Zealand:	
– Tokelau	4
Territory under United States of America:	
– Samoa	4
Timor-Leste (Dem. Rep.) ⁹	5
Togo ⁹	5
Tonga (including Niuafu'ou)	4
Tunisia	3
Turkmenistan	4
Tuvalu ⁹	5
Uganda ⁹	5
Uzbekistan	4
Vanuatu ⁹	5
Viet Nam	4
Yemen ⁹	5
Zambia ¹¹	5
Zimbabwe	4

⁷ LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

⁹ LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

Resolution C 25/2016**Results of the study on the definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators**

Congress,

Recognizing

- that the official collection methods do not necessarily produce the desired results among countries with long-standing debts, despite the fact that the CN 52 accounts were duly accepted by the designated operators;
- that certain designated operators have debts in arrears dating back over 25 years on international accounts,

Considering

that neither the Acts of the Union nor the Regulations provide for a specific mechanism to address this situation,

Noting

that Congress resolution C 58/2012 instructed that a study of designated operators with long-term debts be carried out with a view to including in the Regulations a sanctions mechanism to address the situation, and that the mechanism be presented during the 2013–2016 cycle with a view to a rapid implementation,

Recalling

that during the 2009–2012 cycle the Postal Operations Council studied the possibility of resolving these situations by means of sanctions,

Recalling also

that during the 2009–2012 cycle the Postal Operations Council stressed that many of these financial situations were between countries that did not have political relations with each other, which was why funds were not being exchanged,

Recognizing also

that the Council of Administration (CA) reviewed the Acts in depth in an effort to identify a means of incorporating an appropriate mechanism in the Regulations, and that it emerged from the CA's review that any sanctions mechanism runs completely counter to the Universal Postal Union principle regarding the single postal territory and freedom of transit set forth in articles 1 and 1bis of the Constitution,

Convinced

that there are a number of bilateral best practices that can be used by designated operators and governments to resolve these situations, including the following:

- Promoting payment agreement mechanisms for the settlement of long-term debts by debtor countries;
- Promoting triangular collection methods – collecting debts via third countries, subject to the three parties agreeing on the terms;
- Consulting the International Bureau with a view to seeking a solution between the debtor designated operator and the creditor designated operator, but on the understanding that the International Bureau does not perform a regulatory role in these cases;
- Taking the matter to government level;
- Facilitating the provision of accounting information between designated operators,

Instructs

- the International Bureau to inform the member countries of the best practices for recovering debts in arrears;

- the Postal Operations Council to continue to identify a mechanism for incentivizing countries to join the UPU*Clearing system, in collaboration with the UPU*Clearing User Group, which could define and revise the mechanism,

Invites

Member countries, through their designated operators, to consider these best practices for resolving financial situations with countries with long-term debts.

(Proposal 04, Committee 3, 6th meeting)

2.4.2.5 Quality of service

Resolution C 30/1984

Quality control

Congress,

Recalling

the deliberations at the 1979 Rio de Janeiro Congress concerning the future of the Post and, in particular, the expressions of concern at the seemingly precarious position of the postal business in the face of technological developments in rival communications businesses as well as direct competition from private organizations providing parallel postal services,

Noting

that in the course of the deliberations at the Congress the view was expressed by a number of administrations that it was necessary to be vigilant in the maintenance and improvement of service standards in order to enhance the reputation of the postal service as a viable and reliable means of communication,

Noting further

that in the subsequent studies carried out by the CCPS concerning the future of the Post, in the execution of the 1979–1984 work programme, a strong view emerged to the effect that the efficient operation of the postal service, at standards coincident with customer expectation, should be of paramount concern to all postal administrations as they survey their business futures,

Considering

the study carried out by the CCPS, in the course of its 1979–1984 work programme, on quality controls in respect of collection, counter, sorting and delivery operations, which set out to determine the nature of work performance monitoring controls employed by administrations,

Noting

that it emerges from the general conclusions reached in the study that, while some administrations have developed quite effective quality control systems in the various operational phases, an alarming absence of effective quality controls was nevertheless also noted,

Being informed

of the view expressed by the CCPS to the effect that administrations have an urgent need to review their quality control policies,

Considering

that the efficiency of the postal operation depends particularly on the accurate execution of basic functions by postal staff and that, in the process of striving to meet service standards, it is vital for postal administrations to utilize effective work performance monitoring controls as a means of maintaining, improving and measuring efficiency,

Urges

postal administrations:

- a to recognize the close relationship that exists between effective quality control and the viability of the postal business at all levels of operation, making it possible in particular to meet customer requirements;
- b to examine the effectiveness of their various quality control systems (or measures) and their capacity to provide satisfactory results; where necessary, to take steps to strengthen and improve these systems (or measures) in the interests of securing for the Post a stronger position on the communications market.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 178, 601)

Resolution C 22/1989

Permanent project to safeguard and enhance the quality of and to modernize the international postal service

Congress,

Considering

the particularly rapid development of the communications market under the combined effect of technological progress and powerful competition,

Noting

the encouraging results of the efforts made following the Declaration of Hamburg to improve the quality of mail circulation,

Recognizing

the need for the Union to advance further along the path of concrete action in order to enable the Post to safeguard and improve its position on the communications market, thanks to a determined campaign to promote service quality and diversify the services rendered,

Convinced

of the urgent necessity for the Post to respond better to customers' requirements and thereby to combat the competition more vigorously,

Decides

in favour of implementing a permanent project to safeguard and enhance the quality of and to modernize the international postal service, comprising in particular the following activities:

- monitoring the quality of postal exchanges through detailed analysis of transmission times and action by consultants in the field to help solve the problems arising and promote initiatives to improve the performance of the international postal service;

- transport flow studies to rationalize and modernize postal links;
- development of EMS;
- monitoring the competition in order to react appropriately;
- market research enabling administrations to adjust services to customer needs and introduce new services;
- various initiatives dictated by evolving technologies and needs,

Instructs

the Executive Council, in cooperation with the CCPS and the International Bureau, to take the measures necessary to attain meaningful results in the various fields covered by the project and to submit a report to the next Congress,

Exhorts

- a the member countries of the Union:
 - to do everything in their power to improve the quality of the postal services rendered and to extend the range of those services in accordance with the customers' needs;
 - to cooperate fully in the project designed to stimulate their initiatives and to reap the maximum benefit from the implementation of the activities undertaken;
- b the member countries and the Restricted Unions to give active support to the operations embarked upon under this project, especially those conducted in the field.

(Proposal 010, 10th plenary meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 85/1994

Improvement of the quality of service of items sent in transit à découvert

Congress,

Aware

of the importance of reducing transmission times for all airmail items so that the quality of the service is improved,

Noting

that items loose in transit à découvert may incur delay because of the handling operations in intermediate offices,

Considering

that there are fewer handling operations and resulting delays when à découvert items are put into separate bundles for each country of destination, the bundles are labelled, and the bundles are put into one or more "Transit" bags which are themselves distinctively labelled "Transit",

Urges

administrations of origin always to make up à découvert airmail items into labelled bundles and to insert them in a "Transit" bag, in accordance with the provisions of the article of the Detailed Regulations of the Convention relating to transit à découvert,

Recommends

that those administrations which conclude bilateral agreements on quality of service targets (see Washington recommendation C 33/1989) should incorporate into these agreements appropriate references to handling and transmission time targets for mails sent in transit à découvert.

(Proposal 25. RE 0.1, Committee 4, 10th meeting)

Resolution C 18/1999**Quality of service standards applicable to the universal postal service**

Congress,

Considering

- that a universal postal service is the acknowledged right of all postal service users/customers in the world;
- that users'/customers' satisfaction depends on the harmonious development and continuous improvement of quality postal services at both domestic and international levels;
- that one of the principal roles of the governmental bodies responsible for postal services is to assure users'/customers' satisfaction by ensuring that standards are set for the quality of all aspects of the services offered under the universal service obligation and that the achievement of these standards is monitored,

Noting

- the work conducted on quality of service by the Council of Administration;
- the responsibilities assigned to both governments and postal administrations in the Beijing Postal Strategy;
- the role played by postal services in national and regional development, economic development and the quality of life of the population;
- the economic, demographic and geographic differences between member countries, making it unrealistic to propose uniform criteria applicable throughout the Union's territory,

Invites

Member countries:

- to ensure that measurable quality of service standards are set for services offered within the framework of the universal postal service in the following areas:
 - a access to services,
 - b users'/customers' satisfaction,
 - c speed and reliability,
 - d security,
 - e liability, treatment of inquiries;
- to ensure that targeted levels of achievement are set for these standards;
- to monitor and to evaluate, on an established periodic basis, the achievement of the standards;
- to publish or require to be published, if applicable, on an established periodic basis, the levels of achievement of the standards;
- to establish a process for monitoring and reviewing these standards,

Urges

member countries to make every effort to decide on, apply and observe the quality standards which respond to the reasonable expectations of postal service users/customers,

Instructs

the Council of Administration in consultation with the Postal Operations Council to draw up quickly a memorandum listing the universal postal service obligations incumbent upon member countries and giving guidelines on how to set quality of service standards in the above-mentioned areas,

Instructs

the International Bureau to disseminate this document among all member countries.

(Proposal 20. 0.2, Committee 3, 2nd meeting)

Resolution C 44/1999**Encouraging improved quality of service performance in the worldwide postal network**

Congress,

Noting

- that the postal administrations of the UPU enjoy the right to provide a universal postal service throughout the single postal territory;
- that this right carries with it an obligation to offer a high quality, affordable postal service to the satisfaction of our customers worldwide;
- that the quality of the international postal chain is dependent upon the performance of each of its links,

Considering

- that the Postal Operations Council, through its work programmes, provides technical consultancy, management training and a range of reference material to postal administrations to assist them in their efforts to improve their quality of service;
- that the quality of service tests conducted by the UPU and other international postal bodies provide evidence of performance over numerous links. From this data it is possible to establish, in respect of many administrations, whether their performance is stable, improving or deteriorating and how it compares with that of other administrations,

Anxious

to utilize any means to encourage administrations to enhance their quality of service, paying particular attention to administrations which in comparison with others in countries of a similar level of development have achieved worse quality of service standards (this will include administrations of industrialized countries whose postal services offer relatively poor standards),

Recognizing

that normal service standards cannot always be maintained, however, during cases of force majeure (civil war, freak climatic conditions, labour strikes, etc),

Requires

the Council of Administration, in consultation with the Postal Operations Council:

- to follow closely the action taken and contacts made by the International Bureau with regard to administrations showing evidence of inadequate quality performance and to take cognizance of reports which enable it to identify the causes of these inadequacies and their possible solutions;
- attempt to address the problem of inadequate performance over a sustained period, by mandating the Director-General of the International Bureau to write officially to the Government of the postal administration concerned to:
 - a advise it that its postal services are threatening the quality performance of the single postal territory and as such have become the subject of concern for its postal partners in the UPU;
 - b inform it of the situation in the countries in the same region which have similar conditions of development and of the measures adopted by the postal administrations of those countries;
 - c request it take urgent measures to adequately meet the demands of its customers and its worldwide universal service obligations;
 - d remind it that the UPU can be used as a source of information and comprehensive advice to help effect service enhancements.

(Proposal 20. 0.52, Committee 6, 3rd meeting)

Resolution C 48/2004**UPU quality of service measurement: service standards, quantifiable goals and annual performance reviews for all classes of mail**

Congress,

Conscious

that the UPU's mission statement calls upon the UPU to foster the development of high-quality and efficient universal postal services to facilitate communication among the people of the world,

Mindful

that the five main objectives of the Bucharest Postal Strategy support the basic mission of the UPU to improve postal services in its member countries, with particular emphasis on international mail exchanges,

Recognizing

that in 2005 the postal administrations of industrialized countries will apply a system of terminal dues payments based in part on their performance in delivering letter class mail (Quality Link to Terminal Dues), and that a similar system will be designed for the international mail exchanges of developing countries in the years thereafter,

Informed

that several major member administrations of the EMS Cooperative have applied the EMS Pay-for-performance Plan under which these administrations compensate one another based on their performance in delivering inbound EMS items and scanning and transmitting event data on these items,

Aware

that if the UPU is to effect tangible improvement in the quality of international postal services worldwide, postal administrations must develop achievable delivery standards for international mail whose degree of attainment can be gauged by employing reliable and objective performance measurements,

Concerned

that the UPU currently has no comprehensive systems or methods for measuring and publishing results on:

- the performance of administrations in delivering parcels;
- the performance of airlines in handling and transporting dispatches of international mail;
- the performance of administrations in applying UPU technical standards developed by the Standards Board for all classes of mail, such as the PREDES, RESDES, PRECON, RESCON messages,

Confident

that current advanced technologies and the UPU standards that have been adopted to take advantage of these technologies offer new opportunities to measure service performance for all classes of mail in all UPU member countries,

Taking into account

the work developed by other organizations like the European Committee for Standardization CEN and the cooperation that exists between the CEN and UPU to promote standardization in measuring quality of service,

Persuaded

that the disciplines required by the Quality Link to Terminal Dues and EMS Pay-for-performance should be applied to UPU activities related to service performance measurement and possibly to other UPU activities where quantifiable goals may be adopted and objective measurements conducted,

Instructs

the Postal Operations Council to:

- develop and publish periodic comprehensive report cards on the performance of all administrations in delivering all classes of mail, where such reports do not now exist, which could include the quality of tracking and data transmission for individual items and the performance of contractors, such as airlines, in carrying out tasks related to international mail exchanges;
- conduct annual reviews of the performance of administrations and contractors as reflected in these report cards;
- adopt quantifiable annual goals for service performance that could specify performance targets for individual administrations, groups of administrations (such as regional targets) or all administrations worldwide;
- continue efforts to link inter-administration payments for delivery of mail to service performance for all classes of mail;
- make recommendations, based on the results of annual reviews, to improve quality of service.

(Proposal 072, Committee 6, 1st meeting)

Resolution C 15/2008

Quality of Service Fund

Congress,

Having examined

the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (CONGRÈS–Doc 31 and Add 1),

Noting

that in its eight years of activity, the QSF has launched more than 400 projects which have had a substantial impact in terms of improving the quality of the mail service in over 150 beneficiary designated operators,

Observing

that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware

that the Fund's innovative structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the Restricted Unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned

that, despite the changes in the method of calculating QSF contributions introduced by the Bucharest Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind

the need to rationalize and expedite the use of all the resources available, and the ongoing concern about ensuring the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded

that the efforts made by the Board of Trustees and the Postal Operations Council with the support of the International Bureau to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Also convinced

that extending the Trust's duration and guaranteeing the funding for its activities for 2010 to 2013 would be fully consistent with Objective 1 of the Nairobi Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Further convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2006 and 2009 be maintained, as far as possible, from 2010 to 2013,

Attentive

to the need to hold elections to choose the members of the QSF Board of Trustees, whose current incumbents have remained in place since 2001,

Decides:

- that the date for dissolving the Trust, which is currently set at 31 December 2012, shall therefore be postponed until 31 December 2016;
- that the link between the Fund and terminal dues shall be maintained;
- that QSF projects should continue to focus on improvements in the quality of service of beneficiary designated operators, particularly the quality of the inbound letter-mail flows subject to terminal dues;
- that the Fund's objectives and the fundamental responsibilities of the Board of Trustees as the Trust management body reporting to the POC shall remain unchanged for the period 2010–2013;
- that QSF work on improving the quality of the universal service in the beneficiary designated operators shall continue during the 2010–2013 period;
- that new elections for membership in the QSF Board of Trustees shall take place after the 24th Congress,

Instructs:

- the Postal Operations Council:
 - to modify article 2.3 of the Deed of Trust so that a new QSF Board of Trustees can be elected before the end of the Trust;
 - to propose, at its 2009 session, procedures for electing the members of the QSF Board of Trustees, bearing in mind that the structure and timing of these elections should ensure both the accountability of Board members and a high level of continuity of knowledge and experience within the Board of Trustees itself;
 - to produce, on the basis of recommendations formulated by the Board of Trustees, updates to the Deed of Trust, the Project Management Manual and the Financial Management Manual, bearing in mind the need to:
 - take account of the Congress decisions, in particular those concerning the lists of QSF settlor and beneficiary designated operators, as well as the level and method of calculating QSF contributions,
 - analyze and adapt the rules governing the QSF,
 - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the procedures applicable to the operational and financial management of QSF projects, including regional and global projects,
 - facilitate the submission and implementation of projects relating to quality measurement systems such as the global monitoring system endorsed by the Union which are financially affordable for the beneficiary designated operators;
- the International Bureau:
 - to continue to provide the secretariat for the Board of Trustees and administer the QSF accounts during the 2010–2016 period,
 - in view of the Nairobi Postal Strategy and its implementation, in particular through regional development plans, to take into account the benefits of aligning QSF projects with other projects assisting improvements to the postal networks and the formulation of regional and global QSF projects,
 - to encourage beneficiary designated operators to present projects financed by the QSF and multi-year integrated projects (MIPs).

(Proposal 49, Committee 8, 3rd meeting)

Resolution C 43/2008

Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items

Congress,

Considering

the mandates given by the Bucharest Congress to ensure that the remuneration systems to be proposed to the 24th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recalling

that the provisions of the Bucharest Convention concerning terminal dues contain transitional arrangements leading to the adoption of a country-specific cost-based remuneration system,

Recognizing

that the financial relations between designated operators should be governed by existing principles and objectives (i.e. based on elements specific to each country and linked to the quality of the services rendered), and should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Noting

the results of the extensive studies on market conditions, country classification, customer needs, quality of service and remuneration conducted by the Council of Administration and the Postal Operations Council in the lead-up to the 24th Congress,

Acknowledging

the positive impact of the linking of terminal dues to the quality of service, with a measurement system that began in 2005 and now has 29 participants from both target and transition countries,

Also acknowledging

that the Union's Quality of Service Fund is an important resource for improving the quality of the letter-post service in developing countries,

Taking into account

regulatory requirements and customer interests,

Mindful

of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing also

the need to review the state of various letter-post services (including letters, small packets, direct access and supplementary services) and product development/enhancement opportunities based on market positioning,

Further acknowledging

that, in order to develop market-oriented letter-post services that are subject to country-specific, cost-based remuneration systems before the end of the transition period, all member countries and/or designated operators need to have, and provide, relevant and reliable information on:

- their domestic market, tariff and cost conditions, with the continuing assistance of the International Bureau in the area of cost accounting development for developing countries;
- the statistical data used to classify member countries,

Also taking into account

the modifications to the terminal dues system adopted by the 24th Congress,

Considering also

that these modifications represent an additional step in the process of bringing a country-specific cost-based system into general use,

Believing

that notwithstanding the provisions to be adopted by the 24th Congress, there is still much to do to provide market-oriented letter-post services which are subject to country-specific and cost-based remuneration,

Recognizing further

that the objective of bringing all member countries into a country-specific, cost-based remuneration system by the recommended deadline of 31 December 2013 cannot be achieved without placing a serious financial burden on some developing countries,

Also believing

that questions regarding the levels of remuneration applied to the different types of postal items exchanged between member countries (letters, parcels, EMS items) are a concern of the Union and that effective coordination will lead to greater consistency of treatment,

Considering further

that the Union's work on remuneration systems should be organized under conditions that will help to contain the associated costs,

Instructs

the Council of Administration:

- to ensure that affordable universal service and the integrity of the postal network are maintained;
- to ensure that, allowing for exceptions, the application of country-specific, cost-based remuneration principles will be universal by 31 December 2017;
- to ensure that, to the greatest extent possible, there is a gradual transition of all countries not presently applying country-specific, cost-based remuneration to this state during the period 2014–2017; to that end, a proposal should be submitted to the 25th Congress taking into account:
 - changes in the market, including the regulatory and postal environment, at national and international levels;
 - the experience gained from the transition of countries in 2010 and 2012, and the market, customer and financial impacts involved;
- to formalize the process of collecting the following national data:
 - applicable tariffs;
 - statistical data used for classification;
 - delivery standards for inward mail and the corresponding quality targets;
- to approve the terms of reference of a Postal Operations Council study to establish the relationship between domestic tariffs and the cost of processing inward international mail,

Also instructs

the Postal Operations Council to carry out the following work:

- Letter-post market and remuneration systems:
 - conduct a study to review the market conditions, including relevant economic studies such as comparative price levels and price elasticities, with special focus on product segmentation; the results of the study should be available by the end of the first year of the cycle;
 - assess the impact on markets and on designated operators of the new terminal dues rates implemented by the 24th Congress;
 - identify the improvements required to the current remuneration system in order to meet the needs of the market and of member countries;
 - propose remuneration for other supplementary services (e.g., registered and insured letters);
 - conduct a study for modelling the relationship between domestic tariffs and the cost of processing inward international mail, and propose to the 2012 Congress a methodology for applying the resulting rate(s) at national, regional or worldwide level;
 - determine whether it is appropriate to devise a formula for converting the domestic tariffs of the destination country into terminal dues rates and, if so, devise such a formula, taking into account, where applicable:

- a multiple-tariff referencing system in order to develop an accurate linearization methodology and business rules to produce terminal dues rates that are closest to actual costs; and
- the special situation of countries whose domestic tariffs are set on a social basis and do not cover the costs of providing inbound letter-post delivery services;
- review and update the postal development indicator for all member countries;
- conduct a study of the cost of handling inbound mail during 2009 and 2010; if this study reveals a percentage different from the 70% set out in Convention article 29.2, the POC may consider revising the percentage applied for 2012 and 2013;
- review whether it is appropriate to adjust the 100-tonne threshold for the application of the revision mechanism as set out in article 30 of the Convention and, if so, make a recommendation on this adjustment;
- Statistics, accounting and operations:
 - develop and promote automated statistical, accounting and operational systems that can lead to economic and commercial improvements to remuneration systems;
 - further develop the statistical, accounting and operational procedures for direct access;
- Quality of service link:
 - continue to implement the link between quality of service and terminal dues on the basis of principles established by Congress and ensure that appropriate and affordable monitoring systems are available;
 - propose tools to assess the performance of quality of service measurement systems against fixed objectives (cost, reliability, return on investment);
 - propose a timetable for the participation of designated operators in the measurement system based on Congress decisions regarding classification;
- Direct access:
 - review the conditions for offering this service;
- Internal air conveyance dues:
 - review whether it is appropriate and, if so, how to incorporate internal air conveyance dues into base letter-post remuneration, to allow this remuneration system to be eliminated;
 - report the study results to the next Congress and recommend any necessary changes;
- Quality of Service Fund:
 - ensure that appropriate levels of contribution are assigned to the countries most in need;
- Report to the Council of Administration on progress with the terminal dues work.

(Proposal 25.Rev 1, Committee 5, 4th meeting)

Resolution C 46/2008

Survey on quality of service programmes

Congress,

Bearing in mind

that the International Bureau, through its Quality of Service Unit, serves as a key resource for member countries and their designated operators in improving their quality of service,

Noting

that the success of the quality of service programmes carried out by the Quality of Service Unit depends on the resources available to it, which are limited,

Aware

that the Global Monitoring System, and new quality of service programmes regarding parcels, will require significant resources to plan, implement and maintain,

Taking into account

that the current quality of service programmes cover a wide range of projects that include continuous testing, sequential testing, consultancy missions, quality certification and pilot projects,

Informed

that available data show that member countries do not take full advantage of the performance results provided by the International Bureau regarding end-to-end quality of service measurement,

Considering

that by far the most important objective of the Nairobi Postal Strategy is “enhancing quality of service and efficiency of the postal network”,

Convinced

that successful implementation and management of the Global Monitoring System will require urgent prioritization of available resources,

Recognizing

that the capabilities of the Global Monitoring System may replace those of current quality of service testing programmes,

Instructs

the International Bureau:

- to issue a survey to seek the views of member countries and their designated operators about whether the current quality of service programmes managed by the International Bureau meet their needs and which programmes are most beneficial;
- to make recommendations to the 2009 Postal Operations Council, based on the results of the survey, about which quality of service programmes should be maintained and how those to be maintained should be prioritized.

(Proposal 53.Rev 1, Committee 7, 5th meeting)

Resolution C 48/2008**Communication of quality of service measurement results to member countries**

Congress,

Bearing in mind

the work accomplished by the Strategic Planning Group to develop report cards that show the degree to which member countries and designated operators have achieved the objectives of the Nairobi Postal Strategy,

Taking into account

the fact that a central purpose of these report cards is to indicate, in quantifiable terms, progress made by individual member countries in implementing the Nairobi Postal Strategy, and that the measurements of the quality

of service attained by designated operators of destination in delivering inward letter-post and parcel-post items are key indicators for this purpose,

Recognizing

that quality of service measurements form, in part, the basis for terminal dues payments for letter-post items provided for in the Universal Postal Convention,

Aware

that serious efforts are underway to develop methodologies to link quality of service measurement results and inward land rates for parcels,

Noting

the considerable financial and management resources invested by the Union to develop and deploy systems to measure quality of service,

Convinced

that the publication of measurement results is essential to ensure transparency and produce tangible evidence that the investments made to measure quality of service contribute to the overall improvement in quality,

Instructs

the Council of Administration and the Postal Operations Council to:

- determine the most appropriate manner to publish the results of letter-post and parcel-post quality of service measurements attained by individual designated operators of destination in accordance with the provisions of the Universal Postal Convention; and
- decide whether these results should be published in the annual report cards on implementation of the Nairobi Postal Strategy.

(Proposal 57.Rev 1, Committee 7, 5th meeting)

Resolution C 78/2008

Quality-linked remuneration system for postal payment services

Congress,

In view of

user demand for fast, reliable and secure postal payment services and the integration of these demands into the Bucharest Regulations (articles 5, 9, 13 and 17),

Noting

resolution C 47/2004 of the Bucharest Congress concerning the establishment of quality standards and their monitoring as well as the need to improve the remuneration system,

Considering

the pilot projects carried out since the Bucharest Congress by a number of member countries concerning basic remuneration and performance-linked components based, amongst other things, on:

- updating of the payment order database;
- order processing times;
- payment times;
- the time taken to cancel orders;

- the percentage of inquiries dealt with on time; and
- the percentage of inquiries,

Noting also

that the draft Regulations which stem from the new draft PPS Agreement integrate these quality components and link remuneration to quality for services provided electronically,

Noting further

that a quality control system (QCS) is in place which measures certain elements of performance such as:

- end-to-end processing times for order requests or withdrawals broken down into issuing and paying designated operator processing times; and
- time taken to send out payment notifications and to preprocess orders that are issued and received, and which generates annual, monthly and daily reports by type of exchange, designated operator and product (express or rapid),

Instructs

the POC to develop a quality-linked remuneration system for postal payment services,

Invites

member countries to encourage their designated operators to join the quality-linked remuneration system.

(Proposal 17, Committee 6, 3rd meeting)

Resolution C 39/2012

UPU Global Monitoring System (GMS)

Congress,

Confident

that improvement of international postal service quality continues to be of primary importance for the Universal Postal Union,

Taking into account

- the decision of the Beijing Congress that there should be a link between quality of service and the level of terminal dues payments, with the overall goal of improving the quality of the international postal service;
- the decision of the Bucharest Congress to implement the link between quality of service and terminal dues, to see to it that appropriate monitoring systems are made available and to propose the necessary improvements to enable the maximum number of countries to participate;
- the decision of the 24th Congress to implement the UPU Global Monitoring System (GMS) as a global Union system and to ensure that GMS can be used for the quality of service link to terminal dues,

Convinced

that GMS can be used by designated operators as the core system for monitoring service quality to facilitate improvement and quality of service linked to terminal dues, and can also serve as a tool for evaluating the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Aware

that the UPU GMS, using RFID technology and external measurements, has been successfully developed, piloted and rolled out in over 50 countries/territories,

Recognizing

that the UPU GMS complies with the GMS technical design approved by the Postal Operations Council and that the results obtained by the system can be used for terminal dues purpose,

Noting

that designated operators had commenced using the UPU GMS results for calculation of their terminal dues payments,

Further recognizing

that GMS, being an inbound quality of service measurement system, does not fully meet the changing needs of designated operators who require end-to-end measurement and more applications within their operations,

Instructs

the Postal Operations Council to:

- continue to carry out developments to improve the system and to roll out in more countries;
- extend the capability of the system to cover end-to-end measurement to meet specific needs of GMS users, based on the “user pays” principle;
- implement an auditing exercise aiming at compliance of the UPU-agreed measurement systems with the GMS technical design;
- continue to provide support to members to seek QSF resources or alternative funding to implement and operate GMS;
- implement a GMS improver programme to provide assistance and support to GMS users to improve their outbound and inbound operations;
- achieve synergies with the UPU continuous testing system through integrating that system into GMS,

Also instructs

the International Bureau to lend its full support to the continued improvement and roll out of GMS,

And encourages

designated operators to participate in GMS.

(Proposal 12.Rev 1, Committee 7, 3rd meeting)

Resolution C 40/2012

Quality of Service Programme for 2013–2016

Congress,

Considering

the improvement of international postal service quality to be a key objective for the Union,

Taking into account

- the encouraging results achieved by implementing the Quality of Service Programme 2009–2012;

- the methodology for delivery standards validation as well as the methodology for the calculated, weighted performance for the UPU global target;
- the need to set a service standard and quality target in the international quality of service field;
- the fact that the customer's main focus is on reliability,

Noting

the need for the Union to continue its work relating to quality of service improvement,

Decides

- to implement a Quality of Service Programme for the period 2013–2016, as set out in Congress–Doc 20c. Rev 1;
- to maintain the global quality of service standard at J+5 (the fifth working day after the day of posting) and the target for attainment of this standard at 85%, which should be achieved by 2016 by progressively raising the annual target;
- that this standard and target should apply to the international priority letter post between those areas and/or cities that are most important in terms of international postal exchanges in each member country,

Instructs

the Postal Operations Council, in cooperation with the Council of Administration and the Consultative Committee, to:

- take the necessary measures to update each year the detailed instructions with a view to implementing the Quality of Service Programme, on the basis of the results of analysis of the progress made in previous years in order to achieve significant results in the various areas and submit a report on its execution to the next Congress;
- apply the bottom-up approach based on process mapping in order to set bilateral and regional service standards for all member countries in order to maximize involvement and commit themselves to the work necessary to reach the agreed standard and target;
- weight and aggregate the bilateral and regional service standards, quality targets and measurement results to truly reflect the performance of the bilateral links within the region, as well as global Union performance;
- organize and coordinate continuous measurement of compliance with the service standard and quality target;
- set appropriate targets for 2013, 2014 and 2015 with a view to achieving 85% by 2016,

Also instructs

the International Bureau to lend its full support to implement this resolution,

Urges

- a governments and regulators to:
- provide active support for the implementation of the Quality of Service Programme;
 - set national quality standards;
 - ensure compliance with these standards by the designated postal operator;
 - define conditions for compliance with the worldwide quality standard;
 - participate in the activities of the Union and restricted unions in the field of quality of service,

- b the designated postal operators to:
- actively participate in implementation of the Quality of Service Programme;
 - do their utmost to improve the quality of the postal services offered;
 - set bilateral and regional service standards and quality targets;
 - continuously measure compliance with these bilateral and regional service standards and quality targets, through at least one of the tests organized by the Union or by the restricted unions, or on the basis of bilateral and multilateral agreements;
 - continuously analyze the results of these tests and take measures to help achieve the objective of compliance with these bilateral and regional service standards and quality targets;
 - use the country-specific and regional measurement reporting as a tool for quality analysis and improvement,
- c the restricted unions to:
- participate in the activities initiated within the framework of the Quality of Service Programme;
 - coordinate the setting of the bilateral and regional service standards and quality targets;
 - lend their support to regional actions to improve compliance with these bilateral and regional service standards and quality targets.

(Proposal 13.Rev 1, Committee 7, 3rd meeting)

Resolution C 41/2012

Quality of service as key to the future of the postal network

Congress,

Considering
the concept of a universal postal service as “the permanent provision of quality basic postal services at all points in a member country’s territory, for all customers at affordable prices”,

Recognizing
the improvement of international postal service quality as a vital objective for the postal network,

Noting,
the fact that the customer’s main focus is on reliability,

Taking into account
the need for designated operators to follow and comply with a service standard and quality targets in the postal services,

Re-emphasizing
the need for the Union to continue its work on improving quality,

Acknowledging
the role of quality of service and monitoring systems in strengthening the ability of designated operators to achieve significant results in various areas covered by quality of service,

Decides

to mark the four-year cycle ending with the 26th UPU Congress by highlighting the theme “Quality of service in the postal sector”,

Invites

member countries to constantly monitor improvement in their Posts' quality of service by making use of appropriate monitoring systems,

Instructs

member countries and their designated operators to:

- promote the culture of quality improvement in all aspects of postal operations;
- take necessary measures to ensure compliance with quality standards by designated operators;
- achieve significant results by implementing the Quality of Service Programme,

Calls on

designated operators to:

- do their utmost to improve the quality of the services they offer;
- carry out applicable quality of service measurements in order to achieve quality targets;
- continuously incorporate the results of these quality measurements in their future action plans.

(Proposal 27, Committee 7, 3rd meeting)

Recommendation C 47/2012**Glossary of terms relating to quality management – Adoption of definitions of the ISO 9000 standard (Fundamentals and vocabulary)**

Congress,

Recognizing

the existence of international standards concerning best management practices in the field of quality, and their broad dissemination in the areas concerned, beginning with the ISO 9000 standards,

Aware

of the development of the concept of quality, and of models of quality management, as well as of the diverse definitions of quality which have appeared during the concept's development, proposed by the authors of various publications on the question,

Considering

the importance placed on quality of service by successive Congresses,

Also considering

that the ISO 9000 standards reflect a periodically updated international consensus, and make up a consistent set of standards for quality management systems, which facilitate mutual understanding in national and international commerce,

Further considering

- that the ongoing improvement of quality of service is based on the strengthening of the quality management systems of designated operators, as well as on the motivation and the development of the management ability of the staff concerned;
- that it is important to adopt a terminology already seen as standard by numerous businesses interacting with the postal logistics network to facilitate the integration of processing chains;

- that the very existence of this specific terminology in different languages helps to facilitate the adoption of concepts within quality management models which are useful to less developed Posts,

Recommends

that designated operators use the ISO 9000 standard (Fundamentals and vocabulary) in effect in the framework of their quality policy, as a source of principles for quality management systems, and of definitions for terms relating to these systems,

Instructs

the POC, in conjunction with the International Bureau:

- to ensure the compatibility of the terminology of the ISO 9000 standard (Fundamentals and vocabulary) with that of the glossary of postal terms published by the Union;
- to promote the incorporation of the ISO 9000 standard (Fundamentals and vocabulary) concepts and terminology into the activities of the Quality of Service Programme, particularly in those countries requiring greater development of their quality management system;
- to evaluate whether the ISO 9000 standard (Fundamentals and vocabulary) should be adopted as the reference text for definitions related to quality of service in the Union's documents and activities.

(Proposal 84, Committee 7, 3rd meeting)

Resolution C 67/2012

Quality of Service Fund

Congress,

Having examined the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congress–Doc 30 and Add 1),

Noting

that in its 10 years of activity, the QSF has launched more than 600 projects which have had a substantial impact in terms of improving the quality of the mail service in over 200 beneficiary designated operators,

Observing

that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware

that the Fund's innovative structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the restricted unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned

that, despite the changes in the method of calculating QSF contributions introduced by the 24th Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind

the need to rationalize and expedite the use of all the resources available, and the ongoing concern to ensure the overall coherence of the Union's activities, more specifically in the area of development of service quality

for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded

that the efforts made by the Board of Trustees and the Postal Operations Council with the support of the International Bureau to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Confident

that extending the trust's duration and guaranteeing the funding for its activities for 2014 to 2017 would be fully consistent with Objective 1 of the Doha Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2010 and 2013 be maintained, as far as possible, from 2014 to 2017,

Decides

- that the date for dissolving the Trust, which is currently set at 31 December 2016, shall be postponed until 31 December 2020;
- that the link between the Fund and terminal dues shall be maintained;
- that QSF projects should continue to focus on improvements in the quality of service of beneficiary designated operators, particularly the quality of letter-mail flows subject to terminal dues;
- that the Fund's objectives and the fundamental responsibilities of the Board of Trustees as the Trust management body reporting to the POC shall remain unchanged for the period 2014–2017;
- that the QSF work on improving the quality of the universal postal service in the beneficiary designated operators shall continue during the 2014–2017 period;
- that low-volume, low-revenue countries should be additionally supported through improved synergies of the QSF with projects financed by other budgets, in order to maximally benefit from available funds;
- that countries that have achieved high quality levels and still continue to receive large QSF contributions should be invited to consider reallocating some of their assets to countries that continue to receive very low QSF contributions;

Instructs

- the Postal Operations Council to produce, on the basis of recommendations formulated by QSF stakeholders, updates to the Deed of Trust, the Project Management Manual and the Financial Management Manual, bearing in mind the need to:
 - take account of the Congress decisions, in particular those concerning the lists of QSF settlor and beneficiary designated operators, as well as the level and method of calculating QSF contributions, and other relevant Congress decisions;
 - analyse and adapt, as necessary, existing QSF provisions;
 - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the rules and procedures applicable to the operational and financial management of QSF projects, including for regional and global projects;
 - facilitate the submission and implementation of projects relating to quality measurement systems such as the global monitoring system endorsed by the UPU and those decided by the beneficiary designated operators;

- prioritize the QSF to a shorter list of categories for projects eligible for financing, using a top-down approach that reinforces the development and implementation of a national quality development plan, for example;
 - undertake a comprehensive prospective study in order to present proposals on the evolution of the QSF to the 26th UPU Congress, taking into account changes to terminal dues provisions and other domains having an impact on the QSF,
- the International Bureau:
- to continue to provide the secretariat so that the Board of Trustees is able to administer the QSF accounts during the 2014–2020 period;
 - in view of the Doha Postal Strategy and its implementation (including regional development plans) to take into account the benefits of aligning QSF projects with other relevant projects assisting improvements to the postal networks and the formulation of coherent regional and global QSF projects, and possibly in conjunction with multi-year integrated projects (MIPs);
 - to provide the support necessary for the successful execution of the comprehensive prospective study on the future of the QSF.

(Proposal 15, Committee 8, 3rd meeting)

Resolution C 9/2016

Quality of Service Fund

Congress,

Having examined
the document submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congress–Doc 17.Rev 1),

Noting
that in its 15 years of activity, the QSF has launched more than 800 projects, which have had a substantial impact in terms of improving the quality of the mail service in over 200 beneficiary designated operators,

Observing
that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware
that the Fund's structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the restricted unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned
that, despite the changes in the method of calculating QSF contributions introduced by the 25th Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special situation,

Bearing in mind
the need to rationalize and expedite the use of all the resources available, and the ongoing concern to ensure the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded

that the efforts made by the Board of Trustees and the Postal Operations Council, with the support of the International Bureau, to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Confident

that extending the trust's duration and guaranteeing the funding for its activities for 2018 to 2021 would be fully consistent with Goal 1 of the Istanbul World Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2014 and 2017 be maintained, as far as possible, from 2018 to 2021,

Decides

that the date for dissolving the Trust, currently set at 31 December 2020, will be postponed until 31 December 2028, without prejudice to the relevant decisions concerning the Fund as may be adopted by future Congresses.

(Proposal 32, Committee 6, 2nd meeting)

2.4.2.6 EMS

Resolution C 84/1999

EMS logo

Congress,

Bearing in mind

that certain changes made to the EMS logo prevent immediate recognition of the product,

Aware

of the negative effect of this lack of unique recognition and lack of uniformity of the EMS international network, which causes distortions in the expedited mail market and confuses customers,

Referring

to the content of article 54.3 of the Convention,

Reminds

the administrations of member countries of the need to take steps to enhance the image of the EMS product,

Instructs

the Postal Operations Council and the EMS Cooperative to seek appropriate ways of standardizing the EMS brand image by calling on administrations to offer a quality product, recognized by its logo both internationally and nationally.

(Proposal 20. 0.23, Committee 7, 3rd meeting)

Resolution C 51/2008**EMS Cooperative**

Congress,

Recognizing

- that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (CONGRÈS–Doc 26), by the great majority of designated operators of member countries and territories as an integral element of the postal offer effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting

the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Accepting

the need for the Union to continue to support ongoing EMS activities, particularly for those Union members that are not members of the EMS Cooperative,

Acknowledging

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities, including all direct staff costs, from its own budget,

Further acknowledging

that non-members of the EMS Cooperative also benefit directly from the programmes and developments of the EMS Cooperative,

Decides

to continue to finance, through the Union budget, the institutional and other support costs of maintaining the EMS Unit at the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit (at its current staffing level); its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for Union meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS chapters in the Union's Programme and Budget,

Charges

- the EMS Cooperative, under the POC:
 - a to maintain within the framework of the UPU strategy its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the Union bodies;
 - b to present an annual report to the POC and, where appropriate, to the CA;
- the POC to present a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- a continue to provide the EMS Unit (at its 2003 staffing level) with office accommodation, furniture and equipment, free of any rent or other accommodation charges;
- b continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- c ensure that designated operators which are not members of the EMS Cooperative continue to benefit from established Union EMS programmes and publications;
- d continue to promote EMS activities for those designated operators which are not members of the Cooperative.

Asks

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative on the basis of the excellent results achieved (see CONGRÈS–Doc 26).

(Proposal 84, Committee 7, 5th meeting)

2.4.3 Matters specific to letter post

Decision C 6/1947

Exchange of international reply coupons^{1 2}

Reply coupons intended for exchange against the postage stamps necessary for prepaying letters to be sent to countries with which an administration has an agreement on reduced charges must be exchanged against the value of the postage prepayable for countries with which no agreement on reduced charges exists.

(French Documents of the 1947 Paris Congress – volume II: pages 474, 1110)

Decision C 5/1952

Exchange of reply coupons for stamps on which a supplement is payable^{3 4}

If, instead of asking for a stamp or stamps representing the postage on an unregistered single-rate letter for abroad from that country, the sender asks – in exchange for a reply coupon – for a commemorative stamp or stamps on which a supplement is payable, he will have to pay the supplement himself.

(French Documents of the 1952 Brussels Congress – volume II: pages 142, 143, 506)

¹ Conv (Doha 2012), art 15.3.2.

² See also decision C 5/1952.

³ Conv (Doha 2012), art 15.3.2.

⁴ See also decision C 6/1947.

Resolution C 69/1984

Make-up of mails

Congress,

Aware of the physiological importance of facilitating as much as possible, during the manual loading or unloading operations, the handling of bags used for conveying mails,

Noting that the way in which bags are closed often allows the contents to shift inside them,

Concerned with ensuring the maximum protection of postal staff responsible for handling such bags against any risk of injury resulting from their instability,

Recommends

administrations to prescribe that bags be closed as near as possible to the contents in order to ensure maximum stability of the latter.

(Documents of the 1984 Hamburg Congress – volume II: pages 191, 365)

Recommendation C 75/1989

Use of appropriate bundling materials

Congress,

Aware that some bundling materials such as slippery twine are inadequate, particularly since this becomes brittle with use and breaks, resulting in extensive mail preparation in the country of destination,

Recommends

that administrations make use of more appropriate bundling materials.

(Proposal 2000.8, Committee 4, 8th meeting; Congress – Doc 78.2, 14th meeting)

Resolution C 52/1994

Redirection and address correction

Congress,

Referring to the provisions of article 27 of the Convention covering redirection and reforwarding of mail to an addressee who has changed his address,

Aware of the fact that postal administrations provide publishers and other business mailers with means of promoting their services and of communicating with their subscribers and customers which are in competition with other means of communication and promotion,

Mindful of
the importance to large volume mailers of having items forwarded to addressees who have moved and of receiving change-of-address information in order to keep mailing lists current and to promote and expand their services,

Considering
that reforwarding and change-of-address notification services should be offered as widely as possible and should also be provided as efficiently and as effectively as possible,

Recognizing
that internal regulations and conditions may affect the extent to which such services can be provided at the domestic level and may also be extended to the international level,

Urges

postal administrations to introduce forwarding and change-of-address notification services if they do not already provide them and to take steps to improve the efficiency and effectiveness of these services where they do provide them,

Instructs

the Postal Operations Council to study forwarding and change-of-address notification services and procedures in member countries, including privacy constraints and other conditions, and develop recommendations for:

- the improvement of these services where they are offered at the domestic level;
- the introduction of these services where they are not yet offered at the domestic level;
- the expansion of change-of-address notification procedures to the international level if appropriate.

(Proposal 20. 0.19, Committee 4, 8th meeting)

Recommendation C 53/1994

Express items

Congress,

Bearing in mind
the articles of the Detailed Regulations of the Convention relating to the treatment of express items,

Noting
that the majority of postal administrations do not use any special wrapping for items of this kind when making up the mails, thus exposing these items to the risks of theft or damage during conveyance and making them difficult to recognize,

Considering
that the priority treatment of express mail will help to improve the quality of service,

Recommends

to all postal administrations that they place their express items in bundles and insert them in a special envelope, preferably plasticized, in order to preserve their integrity and make them easy to recognize.

(Proposal 25. RE 0.3, Committee 4, 8th meeting)

Resolution C 45/2004

International reply coupons service

Congress,

Having noted

Beijing Congress resolution C 45/1999 introducing a new accounting system for the international reply coupons service,

Having further noted

that, under the new accounting system, advance payment of the price of the international reply coupons is mandatory,

Having realized

that some developing postal administrations cannot afford the advance payment and thus cannot purchase international reply coupons,

Having further realized

that such postal administrations cannot provide the international reply coupons service to their customers,

Instructs

the Postal Operations Council and the International Bureau, each in its area of responsibility:

- to study ways and means of discontinuing the present system of mandatory advance payment while at the same time guaranteeing the financial health of the system.
- to amend the Letter Post Regulations accordingly.

(Proposal 045, Committee 4, 6th meeting)

Resolution C 11/2008

Future work on development of an action plan for letter post

Congress,

Conscious

that the mission of the Union, as set out in the Preamble to its Constitution "... is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between inhabitants of the world ...",

Recognizing

that the universal postal service is a core value of the Union and of its members in order to support the single postal territory of the Union, as expressed in article 3 – Universal postal service of the Universal Postal Convention (Bucharest),

Realizing

that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to "... ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability.", as set out in article 3, paragraph 4, of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Noting however

that, despite specific mandates given by past Congresses to consider how to improve various letter-post services, there is no integrated, forward-looking plan that would address the fundamental needs of the world's inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Recognizing

that other product and service areas covered under the Acts of the Union, such as postal parcels, postal financial services, electronic products and services and EMS, have benefited from being guided by a similar integrated overall action plan that takes into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union's member countries in these areas, and to foster international trade and postal development,

Exhorts

the Postal Operations Council to:

- support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure its sustainability;
- encourage initiatives to effect the positive changes needed to assure the sustainability of basic and special letter-post services on the territory of their respective member countries,

Further exhorts

the parties concerned to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

Instructs

the bodies of the Union:

- to all take active steps, in their respective areas of responsibility, to ensure the development of an integrated, forward-looking overall plan for letter-post services within the ambit of the Universal Postal Union, as a critical part of the Union's strategic planning for the future;
- to establish a group responsible for developing such an integrated action plan for the period 2010–2013 and beyond, with emphasis on:
 - market conditions and customer expectations,
 - a strategy for letter-post services,
 - product segmentation (including a review for the classification of mail items within the letter post and parcel post segments), development and improvement plans, and timetables,
 - extending the exchange of electronic data, quality of service measurement and the integration of additional service features and linking them with pay-for-performance incentives where appropriate,
 - a harmonious implementation of the action plan developed through cooperation and coordination between the bodies of the Union;
- to take, prior to the 2012 Congress, specific initiatives within their respective areas of responsibility to put in place elements of the action plan that they have developed and approved;
- to present to the 2012 Congress, as appropriate, proposals designed to ensure the implementation of elements of the overall action plan during the 2014 to 2017 period.

(Proposal 59, Committee 7, 1st meeting)

Resolution C 13/2008

Insured service

Congress,

Considering resolution C 27 of the 2004 Bucharest Congress on customer relations, which focused on helping designated operators to become more customer-oriented and responsive to their changing needs,

Also considering concepts such as “customer care”, which is already included in the Union mission, and the importance given in postal strategies to the role of the customers in promoting postal services and increasing the range of services according to the needs of the customers,

Aware of the fact that the provision of insured letter-post items is a potential growth area for the international mail services and the existence of the insured service in almost all the Union member countries, especially those with strong labour markets, will not only attract the attention of customers, but also increase the revenue and traffic of designated operators,

Instructs

the Postal Operations Council to study the subject and, in collaboration with the International Bureau, take the necessary action for collecting the views of all the member countries as regards the inclusion of this service among the basic services, and adopt suitable strategies in this regard.

(Proposal 79, Committee 7, 1st meeting)

Resolution C 14/2008

International registered, insured and Exprès services (international value-added letter services)

Congress,

Acknowledging that the provision of value-added letters is a potential growth area for international mail services because customers have high expectations and need to know quickly, by electronic means, first of all if and when their registered or insured letter or Exprès item has arrived in the destination country and, secondly, if it has been delivered or if delivery has been attempted,

Aware that a number of designated operators are scanning registered, insured and Exprès items on receipt so that confirmation of delivery can be transmitted electronically, resulting in designated operators of origin being able to improve their customer service by uploading this information to their domestic websites so that customers can see the information themselves,

Further aware that this also reduces costs and time, in that it eliminates the need for customers to contact their local customer care service,

Recognizing that these services have been improved and developed to meet the needs of customers, in particular, the growth in small packets resulting from Internet purchases and business documents,

Noting

that Letter Post Regulations relating to *Exprès* items, registered items and insured items have been amended to facilitate these developments and amended further to facilitate the use of an electronic CN 08,

Instructs

the Postal Operations Council:

- to monitor the further development of these international value-added letter services by seeking progress reports from the designated operators;
- to encourage all Union member countries and their designated operators to exchange data concerning these international value-added letter services, in accordance with the Union's technical standards, by incorporating further provisions for this in the Letter Post Regulations, if necessary.

(Proposal 80, Committee 7, 1st meeting)

Resolution C 50/2008

Use of Internet-based letter post inquiry processing software

(For the text, see page 143)

Resolution C 37/2012

Future work on letter post development and supplementary remuneration associated with quality performances, standards and targets

Congress,

Conscious

that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Recognizing

that the universal postal service is a cornerstone of the Union and of its members, underpinning the single postal territory of the Union, as outlined in article 3 (Universal postal service) of the Universal Postal Convention,

Realizing

that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to "ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability", as set out in article 3.4 of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Also recognizing

that other product and service areas covered under the Acts of the Union, such as postal parcels, postal payment services, electronic products and services and EMS, have benefited from being guided by integrated overall action plans that take into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union's member countries in these areas, and to foster international trade and postal development,

Noting

that the 24th Congress mandated the Postal Operations Council to consider how to improve various letter-post services, and to develop an integrated, forward-looking action plan to address the fundamental needs of the world's inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Further noting

that such a letter post action plan has been submitted to this Congress, through Congress–Doc 20a,

Urges

the Postal Operations Council to:

- support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure the sustainability of the universal postal service;
- encourage initiatives to effect the positive changes needed to assure the sustainability of basic and supplementary letter-post services on the territory of their respective member countries,

Further urges

member countries to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

Instructs

the Postal Operations Council:

- to take active steps to ensure the implementation and continuous review and updating of the letter post action plan as a critical part of meeting the goals of the Doha Strategy;
- to place particular emphasis on the development and implementation of outbound delivery and inbound return logistics services in support of the major market opportunity in the e-commerce segment, while also structuring its future work to integrate the review of market requirements, product development, implementation and remuneration across the range of relevant letter-post, parcel-post and EMS services;
- to implement to the extent possible, prior to the 26th Congress, specific initiatives identified as part of the letter post action plan;
- to include amongst these initiatives specific proposals and supporting studies, that will rationalize, simplify and align the letter-post services portfolio, including the mandatory supplementary services, to keep pace with current and future market requirements and customer expectations and reaffirm the need to focus member country resources on providing excellent quality of service across a limited range of services; and
- where it is not feasible to implement initiatives during the coming cycle, to present to the 26th Congress proposals designed to ensure the implementation of elements of the next letter post action plan during the 2017 to 2020 period,

Further instructs

the International Bureau:

- to support the work assigned to the POC;
- to implement the action plan for letters for 2013–2016;
- to support the work of user groups and to handle participant issues arising from pay-for-performance schemes implemented following POC decisions, as well as promoting those schemes to encourage to the largest extent possible the participation of the UPU members' designated operators;

- to update the user manual of the supplementary remuneration programme for supplementary services (registered, insured and express);
- to update the Global Measurement System Quality of Service User Group User Manual;
- to update the direct access database and operational guide.

(Proposal 87, Committee 7, 2nd meeting)

2.4.4 Matters specific to postal parcels

Formal opinion C 10/1979

Advice of delivery

(For the text, see page 74)

Recommendation C 48/1984

Acceptance of advices of non-delivery

Congress,

Considering
the vital interest for a sender to be informed as quickly as possible of the non-delivery of his parcel to the addressee,

Feeling
that administrations must do everything in their power to ensure delivery of the parcels which are entrusted to them in order to avoid returning them to the sender,

Bearing in mind
the costs incurred by returning parcels to the sender,

Recommends

that Union administrations should accept advices of non-delivery.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 533)

Resolution C 15/1989

Standardization of the conditions of admission and supplementary services provided in the postal parcels service

Congress,

Noting

the vast differences which exist at present between the postal administrations of member countries with regard to the conditions of admission and supplementary services provided in the postal parcels service,

Considering

that these differences are difficult for customers to understand, complicate the work of the operational services and are a source of many service errors,

Aware

of the need for postal administrations to urgently take all appropriate measures to retain or recover their share of the market in the highly competitive carriage of small goods sector,

Calls on

the postal administrations of member countries to admit for all categories of postal parcel:

- a maximum weight of at least 20 kg;
- the limits of size laid down in article 20, paragraph 1, of the Postal Parcels Agreement (Hamburg 1984), viz 1.50 metres for any one dimension or 3 metres for the sum of the length and the greatest circumference measured in a direction other than that of the length;
- insured parcels;
- express parcels;
- correspondence and documents of any kind having the character of current and personal correspondence as per article 19, a, iii, third subparagraph, of the Postal Parcels Agreement (Hamburg 1984);
- advice of delivery;
- dispatch of an advice of non-delivery in accordance with article 22, paragraph 2, a or b, of the Postal Parcels Agreement (Hamburg 1984).

(Proposal 5000.1, Committee 7, 2nd meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 11/1994

Customs clearance of postal parcels containing gifts or souvenirs

Congress,

Aware

of the possible advantages of applying to postal parcels the customs clearance procedures applied to travellers' baggage,

Recommends

all administrations of member countries to approach their national customs authority with a view to extending to postal parcels containing gifts or souvenirs the customs clearance procedures applied to travellers' baggage, providing these procedures are more liberal than the rules applying to postal parcels.

(Proposal 30. 0.6, Committee 7, 1st meeting)

Resolution C 32/2012

Exploiting the postal opportunities offered by the growth of e-commerce through the remodelling and modernization of the UPU lightweight package services (small packets, lightweight parcels and EMS items)

Congress,

Conscious

that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Noting

that a UPU market study on international letters, lightweight parcels and express mail service items draws the attention of designated operators to market growth opportunities, and opportunities for enhanced services through coordinated action, brought about by the increase in e-commerce transactions,

Also noting

that the aforementioned study identified the barriers designated operators face in tapping into this e-commerce market segment and meeting customer needs and expectations, including the fact that small packet, lightweight parcel and EMS offerings (UPU lightweight package services) overlap at particular weight steps, and there is high potential for customer confusion and service cannibalization,

Further noting

that, given the growth potential of UPU lightweight package services and the importance of security, transport and customs to the performance and competitiveness of those services, it is critical for the UPU to adopt an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards,

Instructs

the Postal Operations Council to give even greater emphasis during the next cycle to the work initiated during the Nairobi cycle, in order to:

- take an integrated approach to product development, including pricing aspects and research activities across the full range of lightweight package services (small packets, lightweight parcels and EMS items) with a view to modernizing these UPU services in the light of identified customer needs and expectations;
- develop services to meet customer needs in terms of speed, dimensions, reliability, price, etc., with the aim of modernizing the UPU service portfolio to cover the different needs of each customer segment, including an effective and competitive merchandise return service for both lightweight and heavier items;
- integrate with and take advantage of the work of the UPU on e-services and drive greater use of electronic support for all lightweight package services, in the areas of tracking, signature, cash on delivery, electronic customs clearance and accounting;

- establish an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards, as the UPU network is vulnerable to external threats in this area and requires a globally coordinated UPU response,

Also instructs

the International Bureau:

- to support the work assigned to the POC and to implement its decisions;
- to conduct the relevant studies in support of the work assigned to the POC.

(Proposal 45, Committee 7, 2nd meeting)

Resolution C 34/2012

Unregistered small packets weighing up to two kilogrammes generated by e-commerce

Congress,

Having noted

- that the number of postal items generated by e-commerce has significantly increased in recent years;
- that, due to the low costs involved, goods purchased online by individuals and businesses are often dispatched as unregistered small packets weighing up to two kilogrammes;
- that customers are not adequately informed of the attributes of this mode of delivery;
- that a track-and-trace service, which allows customers and operators to locate and ascertain where items are in the mail processing pipeline, is not provided in respect of unregistered small packets weighing up to two kilogrammes,

Instructs

the Postal Operations Council to conduct a study on this matter, and to propose a communication mechanism for designated operators and e-commerce businesses with a view to adequately informing customers of the attributes of this mode of delivery.

(Proposal 65, Committee 7, 2nd meeting)

Resolution C 35/2012

Future parcel post development strategy and associated activities

Congress,

Having considered

the Postal Operations Council report on future parcel post development strategies and associated activities (Congress–Doc 21) and the goals of the Doha Postal Strategy,

Having noted

the considerable achievements resulting from the activities of POC Committee 2 (Parcels) during the 2009–2012 cycle (Congress–Doc 21. Annex 1),

Aware

that parcel post development represents a core activity of the UPU and that it plays a vital role in the functioning of the Union,

Convinced

that the UPU should continue to play a leading role in parcel post development, adopt a proactive approach to facilitating this development and provide for adequate funding in the Union's regular budget to meet the requirements set out in section III of Congress–Doc 21,

Stressing

the importance of raising the profile of the parcel service within the context of the UPU,

Considering

the need to take action to increase designated operators' share of ordinary parcels in the growing global parcels market, particularly in the e-business sector,

Recognizing

the need to convince the customer that designated operators can provide a parcel product that offers competitive quality of service and fully meets the demands of the marketplace,

Aware

of the urgent need to continue to develop new postal parcel features and improve the quality of the parcel service in order to make it more competitive and capitalize on market growth opportunities, including the use of new technologies,

Invites

member countries:

- to take measures enabling designated operators to provide a quality parcel service as part of the universal service, to stimulate the economy and reinforce social cohesion;
- to acknowledge the role of UPU parcel post development activities in enhancing the quality of the service for their citizens and businesses, particularly small and medium-sized businesses;
- to take steps to ensure that their designated operators better manage the relationship with their customers in order to become commercial, competitive and efficient;
- to ensure that their designated operators focus not only on the challenges facing the international parcel post industry, but also on the strategies needed to meet those challenges,
- to participate actively in the UPU parcel post development process,

Also invites

the Council of Administration to provide adequate resources and funding for the UPU parcel post development activities described in Congress–Doc 21,

Instructs

the Postal Operations Council:

- to manage and facilitate the implementation of the future parcel post development strategy focusing on the programme of activities recommended in Congress–Doc 21;
- to carry out an annual review of the progress made in achieving the objectives agreed and to take steps to prioritize work on the basis of available resources.

(Proposal 67, Committee 7, 2nd meeting)

Resolution C 36/2012**Future work on inward land rates and other remunerations for parcel-post items**

Congress,

Having considered

the report of the Postal Operations Council on future parcel-post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Noting

the considerable achievements of POC Committee 2 (Parcels), in particular the progress made in the review of the inward land rates conducted during the 2009–2012 cycle (document POC C 2 2012.1–Doc 4.Rev 1),

Also noting

the results of the extensive external study on parcel-post remunerations, market conditions, and the positive impact of linking remunerations to quality of service conducted by the POC,

Recognizing

that the POC accepted the urgent need to reform the inward land rates system and other remunerations to meet the needs of the market and allow for continuous growth in the parcels market,

Also recognizing

that the revised inward land rates system will be developed according to the following approved principles:

- simple to understand and transparent;
- cost-based and affordable;
- competitive;
- fair and equitable;
- maintains a bonus system;
- incentivizes improved service performance;
- assists with efficiency gains across the supply chain;
- considers resource and implementation constraints;
- able to be implemented in a timely manner;
- consistent with the parcels minimum specifications,

Instructs

the Postal Operations Council:

- to coordinate this work with the work on remuneration systems for other types of mail such as letter-post items and EMS,
- to further progress the reform work based on the high-level recommendations in POC C 2 2012.1–Doc 4.Rev 1 and identify the improvements required to the inward land rates system;
- to manage and facilitate the implementation of the revised inward land rates;
- to review the inward land rates appeal procedures available to designated operators on the basis of the Postal Operations Council structure;
- to develop pricing options that are sufficiently flexible to meet customer needs, while maintaining adequate cost coverage required to support the enhancement of the network;

- to review the payment systems for parcels in open and closed transit, and for mis-sent and undeliverable parcels;
- to develop a remuneration system for the merchandise return service for parcel-post items;

Also instructs

the International Bureau:

- to further develop a flexible model for the development of pricing options and evaluations of the financial impact of these options on designated operators;
- to develop and implement a communication plan on the inward land rates system in order to maintain transparency and keep UPU members informed in a timely manner;
- to report on these activities to the Postal Operations Council.

(Proposal 69, Committee 7, 2nd meeting)

Resolution C 83/2012

Future work on the development of a merchandise return service for parcel-post items

Congress,

Having considered

the Postal Operations Council's report on future parcel post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Aware

that the provision of a quality service for the return of letter-post items and postal parcels is an important component of the universal postal service and of efforts to meet the needs of citizens in UPU member countries around the world,

Also aware

that return services are of strategic importance to the e-business market,

Noting

the decision of the Postal Operations Council to assess the current situation concerning the return service for letter-post items and postal parcels within the UPU and between UPU member countries and, in particular, to determine the extent to which this service meets the needs of the UPU and its member countries,

Acknowledging

the research carried out highlighting online consumer interest in return services and, in particular, concerns about the international return of goods, and the costs and customs duty involved,

Having noted

the considerable progress made by the Postal Operations Council in the development of a new merchandise return service for parcels during the 2009–2012 period (POC C 2 2012.1–Doc 5),

Also aware

of the Postal Operations Council proposal to introduce a merchandise return service as a supplementary service for parcels in the UPU Convention,

Recognizing

that the Postal Operations Council considers it urgent to quickly implement the return service for parcels,

Mindful

of the need to coordinate this work with the work on return services for other types of mail (letter post and EMS),

Instructs

the Postal Operations Council:

- to advance and complete the developmental work on the specifications for return services based on the recommendations contained in POC C 2 2012.1–Doc 5;
- to prepare the required changes to the UPU regulations and to all related forms with a view to optimizing the operational processes and procedures;
- to manage and facilitate the implementation of the return service,

Also instructs

the International Bureau:

- to manage the supplying of any systems required on the basis of the specifications developed by the Postal Operations Council;
- to lend its full support for effective promotion of the service among designated operators and provide relevant training and information sessions within the scope of the regional quality of service programme;
- to develop a measurement system for monitoring progress and report to the Postal Operations Council,

Invites

the member countries and their designated operators to actively seek cooperation with a view to facilitating customs procedures for parcels returned under the provisions of a merchandise return service for parcels.

(Proposal 68, Committee 7, 2nd meeting)

2.5 Postal financial services

Resolution C 3/1989

Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced

Congress,

Noting

that member countries of the UPU either do not participate in the postal travellers' cheques, giro travellers' cheques, instruments payable at giro centres, collection of bills, savings and subscriptions to newspapers and periodicals services, or execute these services on the basis of bilateral agreements which differ greatly from one another,

Believing

that, under those circumstances, regulation of these services by the UPU is no longer justified,

Decides

- i to delete from the Money Orders Agreement all provisions concerning postal travellers' cheques;
- ii to delete from the Giro Agreement the provisions concerning "Giro travellers' cheques" and those concerning "Negotiation by giro transfer of instruments payable at giro centres";
- iii to abolish the Collection of Bills Agreement, the International Savings Agreement and the Subscriptions to Newspapers and Periodicals Agreement;
- iv to leave administrations the possibility of retaining or subsequently reintroducing between themselves all or part of the provisions relating to the above-mentioned services,

Accordingly instructs

the International Bureau to distribute by means of circulars, as the need arises and at the request of the countries concerned, a list of the countries participating in these services, as well as certain information of a general nature.

(Proposal 05, Committee 8, 1st meeting; Congress – Doc 78.1, 14th meeting)

Recommendation C 40/1999**Participation in UPU work of new financial entities operating on the postal payment services market**

Congress,

In view of

1994 Seoul Congress resolution C 29 about notification from member countries to the International Bureau concerning the designation of the entity or entities to be responsible for fulfilling the obligations arising from adherence to the Convention and Agreements and notification of the separation of governmental activities from operational and commercial activities in the case of those countries which apply this separation to postal services,

Noting

the fact that, in more and more countries, traditional postal financial service structures are being reorganized, postal banks created and these new entities being separated from the Post,

Noting

that most of these new entities are at a disadvantage when it comes to benefiting from the results of the work of the UPU and the application of its decisions in the field of postal financial services,

Considering

the need to preserve a spirit of cooperation, the advantage of the universality of the principles and operational procedures for executing international postal financial services whilst giving such entities the possibility of access to UPU work in the field of postal financial services,

Considering

the case where a member country may decide to designate several entities, either public or private, to operate the financial services and fulfil the obligations arising from accession to the Postal Payment Services Agreement,

Recalls

that Seoul Congress resolution C 29 recommends member countries which separate governmental and regulatory activities from commercial and operational ones to notify the International Bureau within six months of signing the Acts of the Union of the name and address of the entity or entities responsible for fulfilling the obligations arising from accession to the UPU Agreements, including the Postal Payment Services Agreement,

Recommends

that the Council of Administration and Postal Operations Council:

- study the status of the new entities providing payment products and services on the world market which have been created separately from the postal enterprise but which cooperate with the Post;
- launch a study and, as appropriate, set up a body (Conference or Contact Committee) to provide and expand collaboration between the UPU and financial institutions cooperating with the Post on the payments market.

(Proposal 40. 0.5, Committee 5, 2nd meeting)

Resolution C 41/1999**UPU action to extend electronic systems for cross-border transactions and postal payment service fund transfers**

Congress,

In view of
1994 Seoul Congress resolution C 61 about implementing the Action Plan to energize the Postal Financial Services,

Aware
of the importance of promoting the development of the computerized payment network providing member countries with a low transaction volume with a reasonably priced electronic system for fund and payment order transfer through the exchange of computerized messages,

Considering
that electronic transaction of orders and payment orders (money orders, transfers, etc) helps to improve operational efficiency and the quality of conventional postal financial services and to increase the number of transactions, as well as to facilitate the extension of existing products and the creation of new ones,

Noting

- a the setting up within the UPU of a secure, reasonably priced system for exchanging electronic money orders via the POST*Net computerized network;
- b the encouraging results of the operation and development of a “Eurogiro” electronic fund transfer network created in 1992 by the postal financial institutions of the European countries,

Taking into account
the results of electronic money-order exchanges between the United States of America and Mexico within the framework of the UPU system,

Invites

the postal administrations of member countries that operate the postal financial services to participate actively in the projects to set up systems for the transfer of electronic fund messages (money orders, transfers, etc),

Instructs

the Postal Operations Council:

- to study the aspects of interconnection between the various computerized networks used for fund transfer (POST*Net, Eurogiro, SWIFT);
- to strengthen and expand technical cooperation and exchanges between the managers of different tele-transmission systems for postal financial services data, including money orders;
- to draw up policy and guidelines for extending electronic message networks for fund transfer at world level;
- to encourage member countries operating conventional postal financial services to use the new technologies and electronic system applications for their transactions;
- to establish standards and operational procedures to promote the introduction of computerized fund transfer systems,

Instructs

the International Bureau to give full support to the development and application by postal administrations of electronic message systems for transferring funds and postal payment orders (money orders, transfers, etc), as well as to provide for, publish and update publications about these new products/services.

(Proposal 40. 0.6, Committee 5, 2nd meeting)

Resolution C 75/2008**Development of the multilateral framework of the postal payment services**

Congress,

In view of
the need to adapt the postal payment services to regulatory, societal and technological changes,

Considering
the need for clear assignment of roles between member countries and designated operators so as to ensure good governance within the framework of the Nairobi Postal Strategy,

Noting
resolution C 47 of the Bucharest Congress concerning the creation of a worldwide postal payment services network, and the need to help all member countries access it and to prepare the procedures required for the execution of payment orders,

Also considering
that in addition to the development of common principles and rules to be incorporated into the PPS Agreement and Regulations project, the development of an interconnected multilateral and bilateral exchange network requires common tools, procedures and standards, which the UPU is responsible for developing,

Noting also
that common principles and rules have been incorporated into the draft PPS Agreement and Regulations and that the scope of the contractual freedom of designated operators, as well as the framework for this freedom, has been defined in these draft texts,

Noting further

that an electronic compendium which contains the operational information to be provided by designated operators for the execution of payment orders is essential for electronic exchanges between designated operators and is required in the new draft Regulations,

Recognizing

that the principle of interoperability means that any network able to deliver postal payment services conforming to the Acts of the Union can be used by designated operators to deliver the services,

Taking account

of the work carried out at the regional multilateral exchange development workshops on operational and accounting procedures and standard agreements between designated operators allowing the development of multilateral exchanges and the connection of regions by corridors,

Adding

the need to constantly update and develop new elements of the multilateral framework in view of external developments and the increasing number of exchanges due to the growth of the interconnected UPU network,

Observing

the need for the network to be managed, for continuous harmonization of practices and for arbitration in cases of non-conformity with the Acts of the Union,

Instructs

the POC:

- to define the service agreement(s) between designated operators required for the execution of electronic postal payment orders, which will be continually adapted to meet arising needs;
- to define a model agreement for the exchange of electronic data between designated operators;
- to create an electronic postal payment services compendium;
- to standardize procedures and messages for the execution of postal payment orders and to periodically update interconnection standards;
- to put in place a mechanism to resolve any disputes which may arise between the designated operators during the execution of the service agreement(s);
- to facilitate access to payment services via new technologies, such as mobile phones or the Internet, in order to meet the needs of users,

Also instructs

the CA and POC to continue to revise the Acts concerning the postal payment services, and in particular to develop the postal payment services multilateral framework,

Invites

member countries:

- to accede to the Postal Payment Services Agreement;
- to encourage postal operators to accede to the service agreement and to use the model agreement for the exchange of electronic data within the framework of their reciprocal relations.

(Proposal 11, Committee 6, 3rd meeting)

Resolution C 77/2008**Branding of the UPU electronic postal payment services**

Congress,

Conscious
of the actions taken by the UPU's permanent bodies in developing postal financial services in order to meet the needs of a changing environment,

Considering
that speedy, secure, high-quality UPU electronic postal payment services will help to match customer expectations and to meet market demand,

Aware
that branding could help customers to identify the electronic service with these quality attributes,

Aware also
that a collective UPU mark will reinforce the international recognition of UPU electronic postal payment services,

Convinced
that a collective mark associated with a high-quality service will serve to promote recognition of UPU electronic postal payment services, and particularly attract those who are financially excluded and presently have to resort to less secure informal means of transferring money,

Also convinced
that improving the visibility of the postal payment service will help designated operators to develop the service,

Approving
the key principles of the branding of UPU electronic postal payment services which convey the UPU values:

- affordability;
- reliability;
- speed;
- trust;
- recognition;
- integrity;
- transparency; and
- confidentiality,

Noting
that designated operators of participating countries may be able to associate their own logos and trademarks with that of the collective mark as a brand for the postal payment products which they offer to their customers,

Noting also
that the global branding implies harmonization and standardization of the marketing documentation of the designated operators,

Desiring
that the said collective mark be registered by the UPU by the time the Nairobi Postal Payment Services Agreement enters into force in 2010,

Aware further
of the creation of a voluntary fund for the registration and management of the brand,

Instructs

- the Postal Operations Council to set up a body for the development and management of the collective mark and the global branding documentation;
- the Council of Administration to decide on the principles applicable for the setting of the licence fees for the collective mark,

Also instructs

the International Bureau:

- to take the necessary steps for the registration of the collective mark;
- to carry out the support and secretariat functions for the branding body,

Invites

member countries to encourage their designated operators to use the brand for UPU electronic postal payment services.

(Proposal 13.Rev 1, Committee 6, 3rd meeting)

Resolution C 78/2008

Quality-linked remuneration system for postal payment services

(For the text, see page 230)

Resolution C 20/2012

Creation of a UPU worldwide clearing and settlement system for postal payment services

Congress,

Aware

that the introduction of a UPU clearing and settlement system would serve to make settlement of postal payment services between designated operators more secure, thereby ensuring their smooth execution, and facilitating access to these services by all citizens,

Taking account of the fact

that resolution C 76/2008 of the 24th Congress was aimed in particular at the creation of a UPU worldwide electronic payment network and at helping all member countries to have access to it, as well as at improving settlement methods between designated operators for the execution of postal payment services and methods of remuneration,

Noting

that the Postal Operations Council has clearly defined the need for a UPU clearing and settlement system available to designated operators in order to improve methods of settlement for postal payment services,

Recalling

that in accordance with the General Regulations, the International Bureau may act as a clearing house in the settlement of accounts of all kinds relating to the postal service,

Also aware

that a clearing system calls for use of a centralized electronic (netting) system,

Also taking account of the fact

that a settlement system calls for recourse to one or more financial partners for settlements between designated operators,

Noting also

that billing of postal payment services is in the exchange currency agreed between the two designated operators, this being in principle the currency of the destination country,

Considering

that a clearing and settlement system can only function with a limited number of currencies in order to reduce the risks and costs related to conversions in the clearing and settlement system,

Further taking account of the fact

that, as part of the work undertaken by the Postal Operations Council, the International Bureau launched in 2010 a pilot clearing and settlement system for postal payment services among 10 Union member countries,

Noting further

that the pilot system will be tested during 2012 before its possible extension to designated operators of other Union member countries,

Recognizing

the initial positive results of the pilot system, as presented to Congress,

Instructs

the Postal Operations Council to:

- examine the work carried out under the pilot project;
- ensure the continuation of the work and take the necessary steps to extend the worldwide clearing and settlement system to other Union member countries,

Also instructs

the International Bureau to assist the Postal Operations Council in implementing a centralized clearing/settlement system in accordance with the decisions taken,

Invites

member countries to encourage their designated operators to consider participating in the UPU clearing and settlement system.

(Proposal 52, Committee 6, 2nd meeting)

Resolution C 21/2012**Management and development of the UPU worldwide electronic postal payment services network**

Congress,

Convinced

that the postal payment services play an important role for the UPU member countries in the improvement of the social and economic living standards of their populations and in the development of small and medium-sized businesses,

Noting with satisfaction

that the UPU worldwide electronic postal payment services network has registered significant growth and quality improvement over the past eight years,

Noting also

that, given the significant increase in the number of users, the present management structure of the UPU worldwide electronic postal payment services network needs to be reformed, as it does not currently provide the continuing focus and degree of responsiveness required for development of products and services in a highly competitive and dynamic payment services market environment,

Acknowledging

the significant positive experience of the creation of the EMS and Telematics Cooperatives under the Postal Operations Council, aimed at ensuring efficient management of the EMS network and of new technological developments,

Considering

that more than 10 programmes of the draft Doha Postal Strategy are aimed at supporting the development of the UPU worldwide electronic postal payment services network along three dimensions, and using information and communication technologies,

Instructs

the Council of Administration to continue taking appropriate action within its framework of competence and provide guidance to the POC in order to guarantee the efficient management of the UPU worldwide electronic postal payment services network, particularly in relation to financial aspects, matters of principle and governance issues associated with the electronic postal payment services, as well as any policies or structures to be established by the permanent bodies of the Union in this regard,

Also instructs

the Postal Operations Council to take any appropriate decisions and actions with a view to ensuring the efficient development and management of the UPU worldwide electronic postal payment services network on the basis of the experience acquired in the context of the activities of the EMS and Telematics Cooperatives,

Charges

the International Bureau with continuing to ensure the effective overall coordination and execution of electronic postal payment services projects as mandated by the permanent bodies of the Union.

(Proposal 53, Committee 6, 2nd meeting)

Resolution C 23/2012

Development of postal financial services

Congress,

In view of

the encouraging results of the implementation of several projects undertaken within the framework of resolution C 74/2008 of the 24th Congress on postal financial services,

Considering

- that the provision of basic financial services through the worldwide post office network contributes significantly to global financial inclusion and economic and social development, and plays an important role in improving living standards;
- that the postal network, with its worldwide coverage and the combination of electronic, financial and physical dimensions, ensures that all citizens of the world have access to electronic payment services and, more generally, to efficient, reliable, secure and affordable (in terms of fees) financial services;
- that financial services actively contribute to achieving the United Nations Millennium Development Goals, notably combating poverty, particularly as a result of their presence in rural areas;
- that the postal network facilitates the creation and development of small and medium-sized companies at local and international levels;
- that the development of electronic postal payment services and financial services must take place within a context of cooperation with the international organizations concerned;
- that a 2005 UN General Assembly resolution (A/RES/60/1) reaffirmed “the need to adopt policies and undertake measures to reduce the cost of transferring migrant remittances to developing countries and [welcomed] efforts by Governments and stakeholders in this regard”;
- that in 2009 the heads of state and government at the G8 Summit in L’Aquila adopted a quantified target to reduce the cost of remittances, and that in 2011 the heads of state and government at the G20 Summit in Cannes further enhanced the target by stating: “We will work to reduce the average cost of transferring remittances from 10% to 5% by 2014, contributing to release an additional 15 billion USD per year for recipient families”;
- that the 2012 high-level segment of the UN Economic and Social Council issued a ministerial declaration which stated the following: “We also recognize the need for Member States to continue considering the multidimensional aspects of international migration and development in order to identify appropriate ways and means of maximizing the development benefits and minimizing the negative impacts, including by exploring ways to lower the costs of transferring remittances, garnering the active engagement of expatriates and fostering their involvement in promoting investment in countries of origin and entrepreneurship among non-migrants”;

Noting

- that significant progress has been made in the expansion of the UPU worldwide electronic postal payment services network since the 24th UPU Congress;
- the benefits of financial services for the business development of designated operators, particularly in the form of increased revenue, adding to the viability of the postal network;
- that today’s world market is undergoing rapid and profound change and that users are demanding a speedy, secure and high-quality service;
- the important contribution made by financial services during the 2008–2009 economic crisis to ensure the economic stability of designated operators, and to protect savers from the effects of the world economic crisis;

- that the current financial crisis shows that populations in different countries around the world are seeking alternative ways of ensuring the security of their savings and international payments,

Also noting

- that the use of computerized data exchange systems, such as the UPU's IFS, enables postal payment orders transmitted in paper format or sent by telegraph or telex to be replaced with postal orders transmitted by the UPU electronic network, including urgent and ordinary cash–cash, cash–account, account–cash and account–account payments;
- that the development of the electronic postal payment services network has a direct impact on the cost of remittances by offering more affordable options to migrants;
- that the postal network of member countries can also be used to provide account-based financial services, in particular to facilitate financial inclusion in rural areas, as long as any financial services provided by designated operators are subject to relevant international financial standards, are in accordance with designated operators' national legislation, and come under the supervision of appropriate national authorities,

Recognizing

the UPU's need to continue and reinforce its work on developing postal payment services and facilitating access to postal financial services worldwide,

Instructs

the Council of Administration:

- to orient the UPU's work in the area of financial services to promote cooperation and development, and to serve the beneficiaries of the services;
- to put in place mechanisms to ensure dialogue with monetary policy, financial regulation and financial inclusion players, such as central banks and financial regulation authorities, and financial standardization bodies (Financial Action Task Force, Bank for International Settlements, etc.);
- to see to it that the UPU acts in concert with international cooperation players, such as the World Bank, the regional development banks, the International Fund for Agricultural Development, the International Labour Organization, the United Nations Capital Development Fund, the International Organization for Migration, the World Savings Banks Institute, national cooperation agencies and the Bill & Melinda Gates Foundation, to support development of the postal payment network and promote financial inclusion;
- to urge member countries to give priority to the development of financial services and of the necessary national infrastructure;
- to inform and encourage member countries and designated operators regarding the need to take into account, in the development of financial services, requirements related to security and the fight against money laundering and terrorist financing, in accordance with the recommendations of the Financial Action Task Force,

Also instructs

the Postal Operations Council:

to contribute, in cooperation with the Council of Administration, to the development of financial services in order to meet the needs of a changing environment;

- to encourage member countries and designated operators to develop efficient, reliable, secure and affordable electronic postal payment services;
- to facilitate an increase in the number of access points in the electronic postal payment services network;
- to encourage the development of the UPU electronic data interchange system (EDI);

- to modernize electronic postal payment services through new technologies (mobile telephones, etc.);
- to promote the use of postal payment services in the area of e-commerce by developing supplementary services;
- to continue to develop and improve the operational guide by including a new series of standardized postal payment procedures and forms for use in the international and domestic systems;
- to continue developing the multilateral framework of postal payment services (multilateral framework agreement, electronic compendium and other tools);
- to create technical and quality of service standards for electronic postal payment services;
- to strengthen and promote cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic postal payment network, and promoting its connection to other networks;
- to manage the development of the UPU worldwide electronic postal payment services network (including the operational guide, the multilateral agreement and the collective trademark);
- to encourage designated operators to carry out actions to market and promote electronic postal payment services;
- to develop a quality-linked remuneration system for postal payment services;
- to promote the implementation and development of account-based financial services (savings services, etc.) in Union member countries;
- to promote the provision of financial services directly by designated operators or in partnership with banks, microfinance institutions or mobile telephone operators, with a view to promoting the financial inclusion of populations;
- to provide UPU member countries and their designated operators with information and advice on financial services, particularly as they relate to financial inclusion,

Further instructs

the International Bureau:

- to assist the Councils in executing the tasks decided by Congress;
- to look for possibilities to raise funds from other international, regional and national organizations to promote, among other things, financial inclusion through the postal network;
- to implement cooperation activities to foster, in developing countries, the diversification of operators into financial services,

Invites

- Union member countries:
 - to accede to the Postal Payment Services Agreement;
 - to take the measures needed to develop electronic postal payment services, which will help to achieve the objectives relating to the reduction of the cost of money transfers, set by the United Nations General Assembly as well as other high-level international forums (the G8 and the G20);
 - to consider the potential advantages of diversifying operators' activities to include postal payment services;
 - to take the measures needed to facilitate access to other financial services, as long as any financial services provided by designated operators are subject to relevant international financial standards as applicable and in accordance with designated operators' national legislation or appropriate national regulatory authority,

- designated operators:
 - to carry out actions aimed at satisfying the requirements of the international payments market and other financial services, in accordance with their national legislation;
 - to use the collective trademark and quality standards for UPU electronic postal payment services.

(Proposal 54.Rev 2, amended by proposal 101, Committee 6, 2nd meeting)

Resolution C 8/2016

Development of postal payment services (and possibly other postal financial services), and financial inclusion

Congress,

Considering

resolution C 23/2012 on the development of postal financial services, which sets out the Doha Congress's broad guidelines for the 2013–2016 cycle, which are:

- to encourage member countries and designated operators to develop efficient, reliable, secure and affordable electronic postal payment services;
- to continue developing the multilateral framework for postal payment services;
- to strengthen and promote cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic postal payment network (WEPPN) and promoting its connection to other networks;
- to promote the provision of financial services directly by designated operators or in partnership with banks, microfinance institutions or mobile telephone operators, with a view to promoting the financial inclusion of populations,

Also considering

the proposed changes to postal payment services and the new postal payment services vision aimed at developing the WEPPN in the context of the work carried out by the Council of Administration and Postal Operations Council in response to Doha Congress resolution C 23/2012,

Noting

- that the provision of basic postal payment services (and possibly other postal financial services) through the worldwide post office network can contribute to global economic and social development and play an important role in improving the standard of living and financial inclusion in rural areas;
- that the postal networks, with their worldwide coverage and the combination of electronic, financial and physical dimensions, can facilitate for all people of the world increased access to efficient, reliable, secure and affordable electronic payment services and financial services;
- that the UPU provides a unique regulatory framework for postal payment services as defined in the Postal Payment Services Agreement, and that the development of the WEPPN needs to be continued;
- that the development of electronic postal payment services (and possibly other postal financial services) should take place in a context of cooperation with international organizations and wider postal sector players (WPSPs);
- that postal financial services actively contribute to achieving the United Nations Sustainable Development Goals, notably combating poverty, particularly as a result of their presence in rural areas;
- that a 2005 United Nations General Assembly resolution (A/RES/60/1) reaffirmed “the need to adopt policies and undertake measures to reduce the cost of transferring migrant remittances to developing countries and [welcomed] efforts by Governments and stakeholders in this regard”;

- that, in a number of countries, governments have already established a legal framework or national service agreement with designated operators in an effort to promote the development of public missions other than postal services owing to the capillarity of the national postal network, including in rural and disadvantaged areas, and that, accordingly, many designated operators have developed a full range of postal financial services, thus contributing to the achievement of the objective of social inclusion;
- that the 2012 high-level segment of the United Nations Economic and Social Council issued a ministerial declaration which stated the following: “We also recognize the need for Member States to continue considering the multidimensional aspects of international migration and development in order to identify appropriate ways and means of maximizing the development benefits and minimizing the negative impacts, including by exploring ways to lower the costs of transferring remittances, garnering the active engagement of expatriates and fostering their involvement in promoting investment in countries of origin and entrepreneurship among non-migrants”;
- that the development and implementation of the new postal payment services vision, guided by the UPU, is necessary in order to reach out to WPSPs in an effort to achieve social inclusion, and that, at the same time, the new vision should guarantee the current level of protection of designated operators in terms of the security of the network and contractual relations with other parties,

Recognizing

- that the positive impact of postal financial services on the business development of designated operators, particularly in the form of increased revenue, significantly contributes to the viability of the postal network;
- that the UPU needs to continue and reinforce its work on developing postal payment services (and possibly other postal financial services) worldwide;
- that today’s world market has undergone rapid and profound changes and that users are demanding speedy, secure and high-quality services,

Instructs

the Council of Administration:

- to support the development of the WEPPN and promote financial inclusion;
- to strengthen and promote cooperation with WPSPs with a view to developing the WEPPN and promoting its connection to other networks;
- to support the development and implementation of the new postal payment services vision by facilitating the creation of the necessary regulatory framework to open the WEPPN to WPSPs;
- to ensure the availability of sufficient budgetary resources to implement the new postal payment services vision,

Also instructs

the Postal Operations Council:

- to encourage designated operators to carry out actions to market and promote electronic postal payment services;
- to adapt postal payment services regulations in order to facilitate implementation of the new postal payment services vision;
- to develop and implement the new postal payment services vision in order to open the WEPPN by:
 - selecting potential WPSPs;
 - connecting and opening postal payment services exchanges with WPSPs;
 - extending the WEPPN to WPSPs,

Further instructs

the International Bureau:

- to develop the interconnection platform in an effort to ensure interoperability between designated operators and WPSPs in order to facilitate financial inclusion through the postal network and respond appropriately to the emerging needs of clients;
- to develop and implement the new postal payment services vision in order to open the WEPPN to WPSPs,

Invites

Union member countries:

- to consider the potential advantages of diversifying operators' activities to include postal payment services;
- to take the necessary action to ensure the efficient operational exchange of the international payments of designated operators with WPSPs through the UPU's interconnection platform.

(Proposal 09, Committee 5, 2nd meeting)

3 Union bodies

3.1 General

Recommendation C 58/1994

Organization of UPU conferences and meetings

Congress,

In view of
the report submitted by the Executive Council on the management of the Union's work,

Aware
of the need to identify opportunities for streamlining the work that may help in introducing more up-to-date management at the International Bureau,

Recalling
that the conference and meeting services are among the main products offered by the International Bureau,

Mindful
that a detailed analysis of the tasks entrusted to the International Bureau would enable part of the capacities of its staff to be released for use on more operational activities,

Recommends

the various bodies of the Union to consider:

- i the desirability of limiting the holding of meetings to those that are really essential, by assessing their effectiveness (cost/benefit);
- ii the usefulness of giving preference to holding smaller meetings, restricted to specialists, when the subjects are technical;
- iii the desirability of holding as many meetings as possible at UPU headquarters, with a view to savings in respect of secretariat travel costs;
- iv the need to avoid altering the timetables of meetings at a late stage in order to avoid having to pay interpreters who have already been engaged compensation for cancellation of contracts.

(Proposal 024, Committee 3, 6th meeting)

Resolution C 73/1994

Coordination Committee for the Permanent Bodies of the Union

Congress,

In view of
resolution C 4/1989 concerning the Committee to coordinate the work of the Union's permanent bodies,

Bearing in mind
the work that the Coordination Committee has accomplished since the last Congress,

Recognizing

- a that the Committee is a coordination body within the Union, made up of the Chairman of the Council of Administration, the Chairman of the Postal Operations Council and the Director-General of the International Bureau;
- b that the Committee is convened by the Chairman of the Council of Administration and that it must normally meet on the occasion of the annual sessions of the two Councils and when the need arises,

Taking into account

that the Executive Council has recommended the introduction of a system of strategic planning which will improve the coordination and planning of the Union's activities,

Considering

that it is necessary to review the status, the functions and the work method of the Committee, in the light of the new strategic planning process,

Decides

- i to lay down the function of the Coordination Committee for the Permanent Bodies of the Union as follows:
 - to contribute to the coordination of the work of the permanent bodies of the Union;
 - to meet, when needed, in order to discuss important questions relating to the Union and the international postal service;
 - to provide the Union's bodies with an evaluation of such questions and the implications for their work;
 - to ensure the proper implementation of the strategic planning process so that all decisions on the Union's activities are taken by the appropriate bodies in accordance with their responsibilities as specified in the Acts;
- ii ... (question resolved).

(Proposal 041/Rev 2, Committee 3, 8th meeting)

Recommendation C 62/2008**Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct**

Congress,

Recognizing

the need to establish a code of conduct for the allocation of responsibilities within the Councils which will enable the candidates best able to perform the various functions within the bodies of the Councils to be selected, in a transparent and equitable manner, from among the members elected to these Councils,

Confirming

that it is up to each new Council to organize its own work, to draw up its own Rules of Procedure and thus adopt its own structure,

Recommends

that the Council of Administration and Postal Operations Council follow the annexed principles established for the allocation of responsibilities within the Councils.

(Proposal 92, Committee 3, 6th meeting)

Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Creation of ad hoc Committee

1 The Committee's mission shall be to examine the candidatures for the vice-chairmanship of the CA, and the chairmanships or vice-chairmanships of the Committees and/or Project Groups of Councils, and to submit a recommendation on this subject to the CA and POC respectively at their constituent meeting.

Composition of the ad hoc Committee

- 2 The Committee shall comprise:
- the incoming and outgoing Directors General of the IB, having an advisory role;
 - the incoming and outgoing Chairmen of the CA and POC;
 - from each Council, five representatives, one from each geographical group.

The Committee shall choose its Chairman from among its members.

3 The ad hoc Committee shall be assisted in its work by the International Secretariat. It may, if it deems necessary, invite the Chairman of the Consultative Committee to attend as an observer.

Selection process

4 All member countries elected to the CA and POC shall be sent, within a set time, a call for candidatures and a form asking them to provide the following information:

- the priority areas in which the member country wishes to work;
- the commitments that the member country can make in order to carry out the responsibilities in question;
- the logistical or human resources support it will provide in order to carry out the responsibilities.

5 In the document calling for candidates, the responsibilities to be carried out by the Chairman and Vice-Chairman of a Committee or Project Group shall be set out. A deadline shall be set for the return of the forms to the Secretariat.

6 The candidatures received shall be analyzed.

7 The Chairmen and Vice-Chairmen of CA and POC Committees and working groups shall be designated on the basis of the following criteria, which are to be applied flexibly so as to offer encouragement to those member countries wishing to invest in the chairmanship of a Committee or Project Group. The criteria shall not, moreover, be cumulative:

- logistical and human resources capability of the candidate member country for the given responsibility;
- experience based on former responsibilities taken on within the member country, the region or the Union. This experience shall be based in particular on a system of evaluation by results of projects managed and on the level of regular attendance at meetings during a previous cycle. This criterion shall not be applied in such a way as to discriminate against a country wishing to invest in a chairmanship or vice-chairmanship of a Committee or Project Group for the first time;
- equitable geographical distribution between industrialized and developing countries, linked to the level of economic development. This distribution shall be based on the principles applied within the Postal Operations Council;

- equitable allocation of functions between the Council of Administration and the Postal Operations Council;
- the results of the Council of Administration and Postal Operations Council membership elections.

8 In principle, the Committee shall present only a single candidate for each post, which shall be appointed by consensus.

- When more than one member country has been presented for a post, an election shall be held to select the member country for that post.
- A member country whose candidature for a post has not been approved by the Committee shall be entitled to submit and defend that candidature before the Council concerned. In this case, an election shall be held.

Resolution C 17/2012

Promotion of more efficient decision making – UPU policy on better organization of meetings of Union bodies, better document management, and e-publications

Congress,

Recognizing

the results of the study conducted by the Reform of the Union Project Group under Committee 1 (Governance Issues) of the Council of Administration, particularly concerning the promotion of more efficient decision making through the introduction of a better document management system within the UPU,

Appreciating

the provisional measure taken by the Council of Administration to stop dispatching meeting documents of the Councils and their bodies to UPU member entities, instead making them available through the UPU website,

In view of

proposal 15.129.1 to amend article 130 (Preparation and distribution of documents of the Union bodies) of the General Regulations accordingly to introduce web-based document publication,

Also recognizing

the efforts made by the UPU bodies and member countries to promote and implement measures to lessen their environmental impact through sustainable development and the protection of the environment, particularly the efforts made in this field by the CA/POC Joint Committee 2 Sustainable Development Project Group,

Further recognizing

the need for the UPU to make every effort to promote a paperless working environment and to establish and implement the UPU's e-publishing policy on all existing publications as quickly as possible,

Recognizing in addition

the need for the UPU to explore all possible avenues to organize meetings in the most efficient manner, ensuring that all participating countries are well informed in advance and provided with all the necessary documents in time,

Decides

that the UPU should promote and implement measures to minimize paper document production, giving priority in Union body agendas to items which require a decision at meetings of committees and plenaries,

Instructs

the Councils, with the support of the International Bureau, to prepare meeting agendas according to the order of importance and priority of decision-making, followed by all documents not requiring a decision, which would, in principle, be presented and made available on the UPU website,

Also instructs

the International Bureau, countries acting as chairs, and any member country, to submit all documents which require a decision or discussion by the body concerned at least twenty working days before the session, to be produced in all the languages of deliberation of the meeting concerned,

Further instructs

the Council of Administration, in consultation with the POC and the International Bureau:

- to review all UPU publications to identify the member countries' needs for each publication, including those listed in articles of the Regulations, i.e. RL 262 and RC 214;
- to study the possible electronic publishing of all the UPU publications, except when a member country requests, in writing, a hard copy of a specific publication; and
- to implement the e-publication policy during the Doha cycle and to report the results to the 26th Congress,

Moreover instructs

the International Bureau to make the necessary arrangements to minimize the distribution of physical documents to participating countries during sessions of the Councils.

(Proposal 17, Committee 3, 3rd meeting)

Resolution C 45/2012**Future organization of UPU standardization activities**

Congress,

Having considered
the report of the Postal Operations Council on UPU standardization activities,

Having noted
the considerable achievements of the UPU Standards Board during the 2009–2012 period,

Aware
that standardization is a core activity of the UPU and a vital part of the functioning of the Union,

Recognizing
that standards will be a key pillar of the Doha Postal Strategy,

Also recognizing
the need to strengthen the role of the UPU in the development of standards for the postal sector,

Convinced
that the UPU should continue to play a leading role in postal standardization activities and should adopt a proactive approach in facilitating developments in this area,

Stressing

the importance of maintaining the UPU as the worldwide authority on postal standards,

Also aware

that standards are an important part of the field of interest of government representatives and regulators in UPU activities,

Further aware

of the role of new and emerging electronic services in modernizing the postal sector,

Convinced

that standards relating to electronic services will be increasingly relevant to the postal sector,

Invites

governments:

- to recognize the usefulness of UPU standards for improving the quality of postal services for their citizens;
- to participate actively in the UPU standards development process,

Also invites

designated postal operators:

- to use UPU standards in their mail handling operations;
- to participate actively in the UPU standards development process,

Charges

the Postal Operations Council with re-establishing standardization activities, with a view to:

- managing the process of development and approval of UPU standards;
- enabling postal services to raise their quality and efficiency and to increase interconnection between postal operators through the continued development, publication and implementation of new and existing standards;
- increasing the visibility of UPU standards among designated postal operators, especially those of developing countries, through the publication and wide circulation of UPU standards, and through targeted information campaigns;
- providing solutions which can be applied both to postal operators and other organizations in accordance with commercial, regulatory or legal decisions taken by the UPU's councils and by Congress;
- anticipating new areas in which standards may be required, including new and emerging electronic services;
- adapting working methodologies so as to promote greater openness, and wider participation by users, manufacturers, Consultative Committee members, representatives of various bodies of the Postal Operations Council and other stakeholders in standardization work,

Further invites

the Postal Operations Council:

- to create a body responsible for the handling of all UPU standardization activities (in cooperation with the other bodies of the UPU);
- to maintain, on an as-needed basis, a reporting link from this body to the Council of Administration;

- to maintain the basic operating policies for standardization activities, approved by the POC, and to have these carried out by the body responsible for the handling of all UPU standardization activities;
- to ensure synergies between the various bodies of the Postal Operations Council and the body responsible for the handling of all UPU standardization activities through continued participation by the chair of this body in POC Management Committee meetings,

Instructs

the International Bureau to ensure that the appropriate organizational structure is in place within the International Bureau to carry out all the necessary activities in support of the body responsible for the handling of all UPU standardization activities, and other activities related to standardization.

(Proposal 61.Rev 1, Committee 7, 3rd meeting)

Resolution C 59/2012

Future strategy of the Telematics Cooperative and financing of its activities

Congress,

Recalling

- resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress, resolution C 66 of the 2004 Bucharest Congress, and resolution C 53 of the 24th Congress held in Geneva, concerning Union activities in the field of EDI exchanges from 1995 to 2012;
- the success of telematics activities since 1994, and in particular the large, and steadily growing, number of designated operators that have willingly joined the Telematics Cooperative;
- the widespread adoption of UPU information technology solutions among all members, from the least developed countries to the industrialized countries,

Aware

- of the strategic importance of UPU telematics activities for all Union member countries;
- of the fact that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal developments in the information society, for reducing the digital divide between members, and for helping to solve some important problems such as the future of the universal service and the question of remittances for migrant workers, at both the domestic and international levels,

Noting

- the establishment, through the efforts of the Telematics Cooperative, of an interconnected worldwide network linking all players in the logistical chain: designated operators, Customs and airlines, as well as other international organizations;
- that this electronic network infrastructure and the state-of-the-art IT solutions owned by the UPU and affordable for all members ensure electronic exchange capability between all members and the automation of important postal operational processes irrespective of their postal development status, and hence provide the possibility of further quality and service enhancements to postal services that would not otherwise be possible;
- that the Telematics Cooperative carries out significant work to support members not only in areas closely related to the adoption and deployment of UPU information technology solutions, but also in the field of operational consulting and monitoring activities, so as to encourage them to adopt best practices for the

improvement of postal operational processes and related electronic infrastructures, particularly in the developing and least developed countries;

- the work in the advanced electronic services area, which aims to develop UPU information technology systems in support of secure Internet-based postal services such as postal registered electronic mail, and other systems related to radio frequency identification standards, e-shopping and the .post platform;
- the support provided by the Telematics Cooperative to other UPU bodies in the strategic area of electronic data interchange standards, and through its active participation in other projects not directly linked to UPU information technology solutions, from which all Union member countries stand to benefit,

Noting also

- the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of UPU information technology solutions from fees received for product maintenance, network services, assistance missions, product development or the member contributions;
- that the required funds to enable research, development and marketing of new high-potential postal products and services need to come from external resources,

Considering

the digital divide in terms of operational development and differences in the development levels of members,

Recognizing

- the achievements of the Cooperative to date and its efforts aimed at improving and developing information technology solutions in support of postal services (Congress–Doc 28.Rev 1);
- the fact that the strategy of the Telematics Cooperative (Congress–Doc 28.Add 1) and its activities must not only support the Doha Postal Strategy but must also be deemed essential to its implementation;
- The need to continuously improve the UPU information technology solutions and to fulfil customers' requirements for both maintenance and support in a reasonable timeframe,

Convinced

that the development gap can be reduced by technical cooperation activities aimed at:

- making the same state-of-the art IT solutions and infrastructure usable by, and affordable to, all members;
- providing ongoing support and advice on business and operational matters;
- supporting the provision of a worldwide electronic infrastructure such as .post, in order to give every citizen and small, medium or large business the possibility of participating in global trade exchanges in a trusted environment verified by Union member countries' designated operators,

Noting with satisfaction

the strategy approved by the Telematics Cooperative for the 2013–2016 period (Congress–Doc 28.Add 1),

Instructs

the Council of Administration to:

- continue to finance, through the Union's regular budget, the institutional support costs connected with maintaining the Postal Technology Centre (or an equivalent structure) as a unit of the International Bureau, including dedicated premises, administrative and logistical services, translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management and legal services, and all other International Bureau costs concerning the Postal Technology Centre (or an equivalent structure) which do not appear in the latter's internal budget;
- continue to finance, through the Union's regular budget, Telematics Cooperative activities not closely linked to the development and use of standard UPU information technology solutions, insofar as such

activities are formally authorized and are consistent with the respective mandates and objectives of the Telematics Cooperative and UPU projects, as defined by the permanent bodies of the Union;

- supervise Telematics Cooperative finances through the examination and approval of the International Bureau's budget and annual accounts (comprising also detailed financial information on revenues and expenses for each UPU information technology solution), as well as the presentation of a detailed report to the next Congress on the financing of the Telematics Cooperative,
- continue to exercise its competency in all matters of principle and governance concerning the functioning of the Telematics Cooperative, including the supervision of any aspects related to the implementation of the Doha Postal Strategy, insofar as they are specifically linked to Telematics Cooperative activities.

Also instructs

the Postal Operations Council to:

- continue to exercise its competency for all strategic matters concerning Telematics Cooperative activities;
- present a report to the next Congress on the progress of telematics activities;
- continue to supervise and approve the Telematics Cooperative's specific operating rules, in order to ensure that they are consistent with the relevant matters of principle and governance adopted by the Council of Administration,

Further instructs

the International Bureau to:

- provide for and maintain any internal structures (such as the Postal Technology Centre or an equivalent structure) deemed necessary for the implementation of strategies approved by the Telematics Cooperative, giving due regard, to the extent possible, to the organizational flexibility needs of such a structure in the light of information technology market conditions, without prejudice to the relevant functions of the Council of Administration and Director General of the International Bureau on matters of administration and human resources management;
- continue to promote the activities of the Telematics Cooperative and encourage designated operators to join it and to contribute actively to its activities.

N.B. – This document was submitted to the 18th Telematics Cooperative General Assembly held during the 2012 POC session.

(Proposal 9.Rev 2, Committee 7, 5th meeting)

Resolution C 60/2012

EMS Cooperative

Congress,

Recognizing

- that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (Congress–Doc 22), by the great majority of designated operators of member countries and territories as an integral element of the postal offer, effectively complementing the traditional range of letter-post and parcel-post services;

- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting

the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Affirming

the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

Acknowledging

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities for members and non-members, including all direct staff costs, from its own budget,

Further acknowledging

that the EMS Cooperative programmes and activities benefit the UPU by sharing information and experience and by leading new efforts which are emulated by other groups in the areas of quality of service measurement, customer service approaches, and the use of technology and training,

Decides

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit as an integral part of the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit; its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS chapters in the UPU Programme and Budget,

Charges

- the EMS Cooperative, under the POC:
 - with maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
 - with presenting an annual report to the POC and, where appropriate, to the CA;
- the POC with presenting a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- ensure that designated operators which are not members of the EMS Cooperative continue to benefit from UPU EMS programmes and publications;
- continue to promote EMS activities for those designated operators which are not members of the Cooperative.

Asks

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative on the basis of the excellent results achieved (see Congress–Doc 22).

(Proposal 11.Rev 1, Committee 7, 5th meeting)

Resolution C 4/2016**EMS Cooperative**

Congress,

Recognizing

- that EMS is offered, on the basis of article 16 of the Universal Postal Convention, and the EMS Standard Agreement, by the great majority of designated operators of member countries and territories as an integral element of the postal offer, effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting

the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers, as set out in Congress–Doc 10,

Affirming

the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

Acknowledging

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities for members and non-members, including all direct staff costs, from its own budget,

Also acknowledging

that the EMS Cooperative programmes and activities benefit the UPU by sharing information and experience and by leading new efforts which are emulated by other groups in the areas of quality of service measurement, customer service approaches, and the use of technology and training,

Decides

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit as an integral part of the International Bureau. The costs to be supported will include those for the accommodation of the EMS Unit; its office and IT services; logistical support, including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit that are not currently allocated to the EMS chapters of the UPU Programme and Budget. Actual consumed office maintenance costs (building maintenance, electricity, water, telecommunications, printers, computers and publications) shall, however, be charged by the Union to the EMS Cooperative budget,

Charges

- the EMS Cooperative, under the POC, with:
 - maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
 - presenting an annual report to the POC and, where appropriate, to the CA;
- the POC with presenting a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

- continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- ensure that designated operators that are not members of the EMS Cooperative continue to benefit from UPU EMS programmes and publications;
- continue to promote EMS activities for those designated operators which are not members of the Cooperative,

Invites

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative, in the light of the excellent results achieved.

(Proposal 06, Committee 4, 1st meeting)

Resolution C 5/2016

Future strategy of the Telematics Cooperative and financing of its activities

Congress,

Recalling

- resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress, resolution C 66 of the 2004 Bucharest Congress, resolution C 53 of the 24th Congress held in Geneva, and resolution C 59 of the 2012 Doha Congress, concerning Union activities in the field of EDI exchanges from 1995 to 2016;
- the success of telematics activities since 1994, and in particular the large and steadily growing number of designated operators of member countries that have willingly joined the Telematics Cooperative;
- the widespread adoption of UPU software among all member countries, from the least developed countries to the industrialized countries,

Aware

- of the strategic importance of UPU telematics activities for all Union member countries;
- of the fact that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal develop-

ments in the information society, for reducing the digital divide between Union member countries and for helping to solve some important problems such as the future of the universal service and the question of remittances for migrant workers, at both a domestic and an international level,

Noting

- the establishment, through the efforts of the Telematics Cooperative, of an interconnected worldwide network linking all players in the logistical chain: designated operators, Customs and airlines, as well as other international organizations;
- that this electronic network infrastructure and the state-of-the-art IT solutions owned by the UPU and made affordable to all Union member countries ensure electronic exchange capability between those countries and the automation of important postal operational processes irrespective of their postal development status, and hence provide the opportunity for further quality and service improvements to postal services that would not otherwise be possible;
- that the Telematics Cooperative carries out significant work to support Union member countries not only in areas closely related to the adoption and deployment of UPU information and communication technology (ICT) solutions, but also in the field of operational consulting and monitoring activities, so as to encourage them to adopt best practices for the improvement of postal operational processes and related electronic infrastructures, particularly in the developing and least developed countries;
- the work done in the area of advanced electronic services, geared towards developing and/or hosting UPU ICT systems in support of secure Internet-based postal services such as postal registered electronic mail, and other systems related to radio frequency identification standards, e-shopping, postal identification, the postal electronic mailbox and the .post platform;
- the support provided by the Telematics Cooperative to other UPU bodies in the strategic area of electronic data interchange standards, and through its active participation in other projects not directly linked to UPU ICT solutions, from which all Union member countries stand to benefit,

Noting also

- the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of UPU ICT solutions from fees received for product maintenance, network services, assistance missions, product development or member contributions;
- that the required funds to enable research, development and commercialization of new high-potential postal products and services may need to come from external resources,

Considering

the digital divide in terms of operational development and differences in the level of development of member countries,

Recognizing

- the achievements of the Telematics Cooperative to date and its efforts aimed at improving and developing ICT solutions in support of postal services (Congress–Doc 10);
- that the strategy of the Telematics Cooperative (POC 2016.1–Doc 19c.Rev 1) and its activities must not only support the Istanbul World Postal Strategy but also be deemed essential to its implementation;
- the need to continuously improve UPU ICT solutions and meet customers' requirements for both maintenance and support within a reasonable timeframe;
- the considerable added value offered by the Telematics Cooperative in maintaining a universal service at the cutting edge of technology, allowing all designated operators to provide their customers with modern postal services,

Convinced

that the development gap can be reduced by technical cooperation activities aimed at:

- making the same state-of-the-art information and communication technology solutions and infrastructure usable by, and affordable to, all Union member countries;
- providing ongoing support and advice on business and operational matters;
- supporting the provision of a worldwide electronic infrastructure such as .post, in order to give every citizen and small, medium or large business the opportunity to participate in global trade exchanges in a trusted environment verified by Union member countries' designated operators,

Noting with satisfaction

the strategy approved by the Telematics Cooperative and endorsed by the POC for the 2017–2020 period (POC 2016.1–Doc 19c.Rev 1),

Instructs

the Council of Administration to:

- continue to cover, through the Union's regular budget, those institutional support costs associated with maintaining the Postal Technology Centre (or an equivalent structure) as a unit of the International Bureau which do not appear in the latter's internal budget covered by the Telematics Cooperative, particularly in order to maintain the affordability of UPU information and communication technology solutions for developing and least developed Union member countries; consumed office maintenance costs (building maintenance, electricity, water, telecommunications, printing machines, publications) shall, however, be charged by the Union to the Telematics Cooperative budget;
- maintain funds from the Union's regular budget to cover recurrent support actions by the Postal Technology Centre within the framework of technical cooperation assistance and/or for supporting other International Bureau directorates and programmes, to the extent that the latter are not closely linked to the development and use of standard UPU information and communication technology solutions and insofar as such actions are formally authorized and consistent with the respective mandates and objectives of the Telematics Cooperative and UPU projects, as defined by the permanent bodies of the Union;
- supervise Telematics Cooperative finances through the examination and approval of the International Bureau's budget and annual accounts (also comprising detailed financial information on revenues and expenses for each UPU ICT solution), and the presentation of a detailed report to the next Congress on the financing of the Telematics Cooperative;
- continue to exercise its competency in all matters of principle and governance concerning the functioning of the Telematics Cooperative, including the supervision of any aspects related to the implementation of the Istanbul World Postal Strategy, insofar as they are specifically linked to Telematics Cooperative activities,

Also instructs

the Postal Operations Council to:

- continue to exercise its competency for all strategic matters concerning Telematics Cooperative activities;
- present a report to the next Congress on the progress of telematics activities;
- continue to supervise and approve the Telematics Cooperative's specific operating rules, in order to ensure that they are consistent with the relevant matters of principle and governance adopted by the Council of Administration,

Further instructs

the International Bureau to:

- provide for and maintain any internal structures (such as the Postal Technology Centre or an equivalent structure) deemed necessary for the implementation of strategies approved by the Telematics Cooperative, giving due regard, to the extent possible, to the organizational flexibility needs of such a structure in the light of information and communication technology market conditions, without prejudice to the relevant functions of the Council of Administration and Director General of the International Bureau on matters of administration and human resources management;
- continue to promote the activities of the Telematics Cooperative and encourage designated operators of Union member countries to join it and to contribute actively to its activities.

(Proposal 17.Rev 1, Committee 4, 1st meeting)

Resolution C 10/2016**Policy on the access of wider postal sector players to UPU products and services**

Congress,

Recognizing

that the access of wider postal sector players to UPU products and services will help to advance the UPU mission, particularly in the areas of cooperation and interaction among stakeholders, and in ensuring the satisfaction of customers' changing needs,

Acknowledging

that wider postal sector players may include customers, postal suppliers, supply chain service providers (e.g. Customs, airlines and other transporters), and non-designated operators that use or may wish to use UPU products, services and networks under predefined conditions,

Aware

that today's postal world, with letter mail volumes in decline and e-commerce packet and parcel volumes rapidly increasing, requires designated operators to cooperate with wider postal sector players in order to meet customer demands,

Recalling

the mandate of Doha Congress resolution C 6/2012 to conduct a study, with the aim of producing a definitive policy on the conditions of access for non-designated operators to international mail processing centre codes, as well as to other UPU products, such as International Postal System applications (IPS and IPS Light) and POST*Net, in order to manage these access conditions in a properly regulated manner and with due regard to transparency and efficiency,

Also recalling

the mandate of Doha Congress resolution C 7/2012 to conduct a full audit of UPU product and service offerings, to assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector, and to develop the governing rules and principles applicable to each product and service that the UPU wishes to make available to wider postal sector players,

Considering

the results of the October 2014 CA audit of UPU products and services, in which UPU products and services, as well as potential stakeholders, were identified; the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector were assessed; and potential rules and

principles applicable to each product and service that the UPU might want to make available to wider postal sector players were developed,
Decides

to adopt the general policy on the access of wider postal sector players to UPU products and services attached in Annex 1,

Instructs

the Council of Administration to approve and oversee the implementation of the access policy.

(Proposal 20, Committee 3, 2nd meeting)

Annex 1

Policy on the access of wider postal sector players to UPU products and services

1 The UPU is the fundamental organization for the Post, intergovernmental in nature, with the concept of wider sector involvement embedded in its mission and strategy. The access of wider postal sector players to UPU products and services will help advance the UPU mission as laid out in the UPU Constitution. In particular, it will help advance the UPU mission in the areas of cooperation and interaction among stakeholders, as well as in ensuring the satisfaction of customers' changing needs. We have to recognize that today's postal world, with letter-mail volumes going down and e-commerce packet and parcel volumes growing fast, is very different from the postal world of five or ten years ago. In order to meet today's and tomorrow's customer demands and remain relevant, designated operators will increasingly have to cooperate with wider postal sector players. Wider postal sector players may include customer organizations, postal suppliers, supply chain service providers (e.g. Customs, transporters and airlines), as well as non-DOs.

a General principles

2 The access policy should be based on several important principles:

- maintaining the integrity and independence of the UPU;
- no unfair advantage to any group or individual player;
- clear delineation of the responsibilities and roles of all entities involved;
- transparent management, control and integration of the postal supply chain;
- reciprocity of interconnection with other stakeholder networks, as applicable;
- wider postal sector payment for access to UPU products and services;
- demonstrated need for wider postal sector access to specific UPU products and services;
- proper security mechanisms in place to ensure data protection and privacy.

3 The policy targets access to UPU products, services and networks under predefined conditions for wider postal sector players involved or wishing to be involved in the international postal business. Of course, these stakeholders will be restricted in their area of participation.

4 In order to make the UPU's products and services available to wider postal sector players, it is imperative that the Council of Administration oversee the gradual, systematic opening up of access under a policy of fairness and equality consistent with the general principles in paragraph 2. At the same time, the responsibilities and obligations of UPU member countries must be preserved.

b UPU mission and customers

5 In keeping with the UPU mission, one stakeholder group that the UPU should also take into consideration is the customer of the designated operator, in order to ensure the satisfaction of customers' changing needs. It may be possible to make some products available directly to those customers, either through the UPU itself or through UPU members. Licensing or conditions of sale must be carefully considered.

6 Other stakeholders include supply chain service providers, in particular Customs, airlines, transporters and security authorities, as well as non-DOs.

c Target products and services

7 Considering the range of interests among the different stakeholders, the UPU may provide access to part(s) of the functionalities of IT-related products and services developed by the UPU International Bureau and some of the UPU technical standards (such as EDI messages). These should be offered on the basis of the demonstrated needs of players that can contribute to enhancing the quality of postal services.

8 Further, some or even all of the UPU's IT-related products, developed to support seamless postal operations among designated operators, can be made available for sale or through a licence, taking into account the working relationship between the designated operator concerned and the third party (this may include non-designated operators).

9 UPU products and services are clearly of value to stakeholders other than UPU member countries and designated operators. Over the next cycle, the UPU should gradually review and open up categories of products and services most likely to be of interest to wider sector stakeholders. The first could be UPU standards.

10 Therefore, the UPU should begin with considering the conditions for access to EDI messaging standards and IT-related products, according to the conditions below.

d General conditions

i Eligibility and pricing

11 Different types of products and services may require different criteria for eligibility. Each product and service should be reviewed in terms of the utility to UPU members and other stakeholders, and the advantages and disadvantages of availability.

12 Prices should be set according to the costs of the products and services, so that the UPU can recover costs, potentially including development costs. A rationale for providing a product or service below cost must be clearly communicated under the policy.

13 The elements of the policy concerning eligibility, as well as a pricing structure, should, in principle, be uniform for all wider postal sector stakeholders. All products and services currently available should be reviewed.

ii Contracts for sale, licensing, etc.

14 Currently, many UPU products and services are available through contracts which include general terms and conditions. These documents must be thoroughly reviewed so that the conditions are in compliance with the new policy, and to ensure harmonized conditions of use, disclosure, etc. Licences for use of products and services should also be reviewed in order to ensure that the conditions are uniform and in compliance with UPU policy.

15 Once the conditions have been reviewed and harmonized, a set of guidelines for the sale, licensing, etc., of new products and services should be established. A best practice is to establish model contracts for new products and services.

e Implementation

16 The International Bureau will open up access to the products and services identified following the Hill+Knowlton audit, prioritizing according to the perceived interest of wider postal sector players. Each category has been reviewed and potential stakeholders identified. The current conditions will be examined and harmonized following the principles of cost recovery, transparency, fairness and openness.

f Monitoring and reporting

17 Once a schedule for access has been established, the International Bureau will monitor the gradual opening up of access, and will report on progress at each session of the Council of Administration and its project groups in the next cycle.

Resolution C 18/2016**Broadcasting of sessions of the Council of Administration and the Postal Operations Council through the Universal Postal Union website, for full access by registered users**

Congress,

Considering:

- that the use of new technologies to broadcast the meetings of international organizations encourages transparency and participation from member countries, and saves on human, logistical and financial resources;
- that the UN has already established a live broadcasting system and meetings database incorporating sessions held during the Doha Congress,

Recognizing:

- the efforts made by the International Bureau in developing an Internet streaming channel, into which meetings held during the 2015 Geneva Strategy Conference have already been incorporated;
- that the UPU has an operating system for broadcasting meetings held in Berne; and that its website can broadcast such sessions via the “Web TV” section,

Aware:

- of the continuous efforts of the International Bureau to demonstrate transparency in all its activities, especially in meetings held at UPU headquarters in Berne;
- that the technical capability already exists to facilitate the broadcasting of meetings, in respect of which the application of this proposal would not incur any additional costs;
- that the broadcasting of meeting sessions may result in significant financial and logistical savings for member countries and the UPU itself,

Instructs

the International Bureau to:

- enable direct broadcasting of the CA and POC plenary and committee sessions (or those of the equivalent new bodies that may be created should UPU reform be adopted) to member countries and authorized observers, starting with the new cycle (1 January 2017);
- develop a virtual library where meeting videos can be accessed on demand;
- develop clear rules for the council(s) on this issue, taking into consideration the possible need to restrict access owing to confidentiality issues (in the light of the relevant provisions contained in the UPU General Regulations as well as the respective Rules of Procedure of the aforementioned bodies), and present the updated rules to such bodies at their first 2016 session for approval;
- study the financial, legal and technical viability of extending such broadcasting facilities to include interactive participation, interpretation and voting, with a view to potentially considering them for future implementation within the UPU;

- present the results of the aforementioned study to the relevant bodies of the Union for decision by the end of 2018.

(Proposal 26.Rev 2, Committee 3, 3rd meeting)

3.2 Congress

Resolution C 3/1974

Participation by national liberation movements in the meetings of the UPU

(For the text, see page 55)

Decision C 92/1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 56)

Resolution C 7/1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 57)

Decision C 4/2012

Admission of the media to Congress

Congress,

Decides

to allow the media to be present at the meetings of Congress in the capacity of listeners without the right to speak or to vote, subject to the approval of this decision by Congress. The Chairman of Congress and the Chairmen of each Committee shall have the freedom to exclude the media if this proves necessary for the confidentiality of certain meetings,

Also decides

that this decision will remain valid until Congress decides otherwise.

(Proposal 66, Committee 3, 1st meeting)

Decision C 79/2012**Venue of the 26th Universal Postal Congress**

Congress,

Decides

to accept the invitation of the Government of Turkey to host the 26th Congress in that country in 2016.

(Congress–Doc 39, 2nd plenary meeting)

Decision C 1/2016**Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees**

Congress,

Decides

to approve the following list of member countries, designated by the Council of Administration, which are prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees:

- a Vice-chairmanships of Congress
 - Cuba (1)
 - Belarus (2)
 - China (People's Rep.) (4)
 - Kenya (5)

- b Chairmanships and vice-chairmanships of Congress committees¹

	<i>Chair</i>	<i>Vice-Chairs</i>
C 1 (Credentials) ²	United States of America (1)	India (4)
C 2 (Finance)	Japan (4)	Costa Rica (1)
C 3 (General and Policy Matters)	South Africa (5)	Belgium (3)
C 4 (Convention)	Australia (4)	Congo (Rep.) (5)
C 5 (Postal Financial Services)	Russian Federation (2)	Spain (3)
C 6 (Cooperation and Development)	France (3)	Saudi Arabia (4)
C 7 (Drafting) ³	Morocco (5)	Switzerland (3)

(Proposal 18, 1st plenary meeting)

¹ Group 1 = 2 member countries; Group 2 = 1 member country; Group 3 = 4 member countries; Group 4 = 4 member countries; Group 5 = 3 member countries.

² Restricted committee.

³ Missing note

Decision C 2/2016

Designation of member countries prepared to sit on the restricted committees

Congress,

Decides

to approve the following list of member countries which are prepared to sit on the restricted committees:

- a Committee 1 (Credentials): Azerbaijan, Cameroon, Czech Republic, India (Vice-Chairman), Indonesia, Pakistan, Slovakia, Ukraine, United States of America (Chairman), Viet Nam.
- b Committee 7 (Drafting): Cameroon, Morocco (Chairman), Poland, Switzerland (Vice-Chairman), United States of America.

(Proposal 19.Rev 1, 1st plenary meeting)

Resolution C 28/2016

Organization of an Extraordinary Congress in 2018

Congress,

Recognizing

that one of the key expectations of the reform was faster, timely decision making within the Union in order to cope with rapidly changing needs in the postal environment,

Considering

that since 2001, the Union has held a Strategy Conference at the midway point between Congresses, to assess the progress made in achieving the World Postal Strategy, address the challenges facing the postal sector, and discuss the development of a more dynamic, competitive, customer-focused postal network,

Decides

to hold an Extraordinary Congress midway between the Istanbul Congress and the 2020 Congress, which would mean a plenary Congress in 2018, to address various issues relating to the current and future World Postal Strategy, as well as any urgent postal sector issues, for five working days at the maximum,

Instructs

the Council of Administration, with the full support of the International Bureau, to take all the necessary measures to organize the Extraordinary Congress (e.g. timetable, agenda, host country, designation of the Chair if applicable),

Further instructs

the Council of Administration, with the full support of the International Bureau, to assess the need as to whether a mid-term Congress should take place on a permanent basis and therefore be defined in the Acts of the Union, and to submit proposals to the 2020 Congress as appropriate.

(Proposal 16, 2nd plenary meeting)

Decision C 30/2016

Venue of the 27th Universal Postal Congress

Congress,

Decides

to accept the invitation of the Government of the Republic of Côte d'Ivoire to host the 27th Congress in that country in 2020.

(Congress–Doc 31, 2nd plenary meeting)

3.3 Executive Council (EC)/Council of Administration (CA)

Decision C 92/1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 56)

Resolution C 7/1979

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 57)

Resolution C 19/1994

Distribution of Council of Administration seats

Congress,

Having approved
article 102 of the General Regulations, which lays down the composition of the Council of Administration,

Decides

i to distribute the seats of that Council among the various geographical groups in the following manner:

Western hemisphere	8 seats
Eastern Europe and Northern Asia	5 seats
Western Europe	6 seats
Asia and Oceania	10 seats
Africa	11 seats

plus one seat for the chairmanship of the host country of Congress. If that country waives that right, the geographical group to which it belongs shall have an additional seat, in accordance with article 102, paragraph 2, of the General Regulations;

ii to abrogate resolution C 11/1974.

(Proposal 15. 102.5/Rev 1, Committee 3, 2nd meeting)

Resolution C 3/2012

Process for allowing Congress to provide the Council of Administration (CA) with guidance on the prioritization of activities by supplying it with a list of the lowest priority proposals adopted by Congress

Congress,

Recognizing

that, based on lessons learned from the 24th Congress, the 2011 CA put forward a number of suggestions (including recommendation CA 7/2011.1) aimed at helping Congress decide on what resolutions it needed to adopt while making sure these were commensurate with the available UPU regular budget,

Noting

that the first four steps in the recommendation were designed to help prevent a situation in which Congress might approve resolutions whose implementation would require resources that exceeded the available UPU budget,

Further noting, however

that if such a situation were to arise despite action being taken under steps 1 to 4, a further step 5 would need to be taken by Congress in order to provide the CA, in a transparent manner, with guidelines on the prioritizing and funding of resolutions,

Confirming

that it is the responsibility of Congress, as the supreme body of the UPU, to agree on and to implement a process (step 5) for allowing Congress to provide the CA with guidelines on the prioritizing and funding of resolutions,

Decides

that the 25th Congress, as well as all future Congresses, should use the annexed “prioritization process” to establish a list of the lowest priority proposals for the resolutions to be adopted, and to then communicate the list to the CA so that its members can take it into account when considering and approving future UPU Programme and Budgets (see article 107.1.4 of the General Regulations).

(Proposal 59, Plenary, opening session)

Annex 1

Process for allowing Congress to provide the Council of Administration (CA) with guidance on the prioritization of activities by supplying it with a list of the lowest priority proposals adopted by Congress

I. Introduction

1 All proposals of a general nature submitted to Congress will be accompanied by programme and budget impact statements (PBI), which will indicate the financial resources needed to implement the resolution – if adopted by Congress.

2 Details (including costs) of all proposals of a general nature to be submitted to Congress (but not yet adopted), along with their PBI statements, will be summarized in Congress–Doc 38, which will be published in advance of the opening of Congress.

3 Congress–Doc 38 will be updated during the first two weeks of Congress to provide a summary of the details of only those resolutions and their PBI statements adopted by Congress Committees 3 to 8 inclusive. At that time, if the content and complexity of the proposal warrant it, financial details contained in the PBI statements will be itemized where necessary.

4 The updated Congress–Doc 38 will then be submitted for information and action if necessary to Congress C 2 (Finance), the last of the Congress Committees to meet.

5 At this stage, Congress Committee 2 will know approximately the amount of annual resources that will be needed to implement all the resolutions adopted by Congress (for example 50,000,000 CHF)

6 At this stage, Congress Committee 2 will also be required to set the ceiling for the regular budget for the period 2013–2016 inclusive, which is unlikely to be much more than the current ceiling (for example 38,000,000 CHF for each year).

7 If the amount required to implement all the proposals adopted by Congress (for example 50,000,000 CHF) exceeds the regular budget ceiling (for example 38,000,000 CHF), the process for allowing Congress to provide the Council of Administration (CA) with a list of the lowest priority proposals adopted by Congress will be activated as described below.

II. Prioritization process

8 Congress Committee 2 members will be given ballot papers (one per member country), which each country should complete in order to indicate its 15 lowest priority proposals.

9 The ballot papers will be collected by the IB Secretariat, which will use the results of the voting to produce a first table (see the following example, table 1) listing:

- i the 15 lowest priority proposals (ranked 1 to 15, with 1 being the lowest priority);
- ii details regarding the budget required to implement each of the proposals.

Table 1: Proposals of a general nature – 1 to 15 lowest priorities

<i>15 lowest ranked priority proposals (with Rank 1 being the lowest priority)</i>	<i>Number of points</i>	<i>Proposal number</i>	<i>Proposal title</i>	<i>Budget (in CHF)</i>
Rank 1 (Lowest)	300	XX	AAA	500,000
Rank 2	290	XX	BBB	2,000,000
Rank 3	280	XX	HHH	750,000
Rank 4	270	XX	JJJ	500,000
Rank 5	260	XX	PPP	1,000,000
Rank 6	250	XX	TTT	500,000
Rank 7	240	XX	YYY	750,000
Rank 8	230	XX	DDD	500,000
Rank 9	220	XX	SSS	500,000

<i>15 lowest ranked priority proposals (with Rank 1 being the lowest priority)</i>	<i>Number of points</i>	<i>Proposal number</i>	<i>Proposal title</i>	<i>Budget (in CHF)</i>
Rank 10	210	XX	LLL	100,000
Rank 11	200	XX	CCC	20,000
Rank 12	190	XX	EEE	100,000
Rank 13	180	XX	FFF	150,000
Rank 14	170	XX	KKK	80,000
Rank 15	160	XX	RRR	50,000
Total				7,500,000

Regular budget ceiling set by Congress	38,000,000
Amount required to implement all proposals adopted	50,000,000
Budget deficit	12,000,000
Proposals of a general nature – 1 to 15 lowest priorities	7,500,000
New budget deficit	-4,500,000

10 The results of the voting will be interpreted and dealt with as follows:

- a If the results show that after deducting the total cost of the five lowest priorities from the amount required to implement all proposals there is no longer a budget deficit, the prioritization process can be considered as completed. The results (showing the five lowest priorities only) of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results when considering and approving future UPU Programme and Budgets.
- b If the results show that there is still a budget deficit after the five lowest priorities have been taken into consideration, the next (priority ranking 6 to 10) will then be taken into account. If the results then show that after deducting the total cost of the 10 lowest priorities from the amount required to implement all proposals there is no longer a budget deficit, the prioritization process can be considered as completed. The results (showing the 10 lowest priorities) of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results when considering and approving future UPU Programme and Budgets.
- c If the results show that there is still a budget deficit after the 10 lowest priorities have been taken into consideration, the next five lowest (priority ranking 11 to 15) will be taken into account and the same process described in paragraph 10b will again be followed.

11 However, if, as shown in the example above, there is still a budget deficit (4,500,000 CHF) after the 15 lowest priorities have been identified, Committee 2 members will be given a new ballot paper and invited to vote again by indicating the next 10 lowest priorities (16 to 25, with 16 being the lowest) from among the remaining proposals.

12 The ballot papers will be collected by the IB secretariat, which will again use the results of the voting to produce a second table (see the following example, table 2) listing:

- i the 25 lowest priority proposals (ranked 1 to 25, with 1 being the lowest priority);
- ii details regarding the budget required to implement each of the proposals.

Table 2: Proposals of a general nature – 1 to 25 lowest priorities

<i>25 lowest ranked priority proposals (with rank 1 being the lowest priority)</i>	<i>Number of points</i>	<i>Proposal number</i>	<i>Proposal title</i>	<i>Budget (in CHF)</i>
Rank 1 (Lowest)	300	XX	AAA	500,000
Rank 2	290	XX	BBB	2,000,000
Rank 3	280	XX	HHH	750,000
Rank 4	270	XX	JJJ	500,000
Rank 5	260	XX	PPP	1,000,000
Rank 6	250	XX	TTT	500,000
Rank 7	240	XX	YYY	750,000
Rank 8	230	XX	DDD	500,000
Rank 9	220	XX	SSS	500,000
Rank 10	210	XX	LLL	100,000
Rank 11	200	XX	CCC	20,000
Rank 12	190	XX	EEE	100,000
Rank 13	180	XX	FFF	150,000
Rank 14	170	XX	KKK	80,000
Rank 15	160	XX	RRR	50,000
Rank 16	150	XX	MMM	25,000
Rank 17	140	XX	III	750,000
Rank 18	130	XX	UUU	900,000
Rank 19	120	XX	QQQ	1,000,000
Rank 20	110	XX	GGG	75,000
Rank 21	100	XX	XXX	800,000
Rank 22	90	XX	NNN	50,000
Rank 23	80	XX	OOO	500,000
Rank 24	70	XX	VVV	200,000
Rank 25	60	XX	ZZZ	700,000
Total				12,500,000
Regular budget ceiling set by Congress				38,000,000
Amount required to implement all proposals adopted				50,000,000
Budget deficit				12,000,000
Proposals of a general nature – 1 to 15 lowest priorities				12,500,000
New budget deficit				-500,000

13 If, as is the case in Table 2 above, the results of the voting show that after deducting the total cost of the 25 lowest priorities from the amount required to implement all proposals there is no longer a budget deficit (i.e. -500,000 CHF), the prioritization process can be considered as completed.

14 The results of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results as a basis for its work when considering and approving future UPU Programme and Budgets.

15 If, however, the results of the voting show that after deducting the total cost of the 25 lowest priorities from the amount required to implement all proposals there is still a budget deficit, the voting process will be continued, each time indicating groups of 10 priorities, (see footnote 1, paragraph 12), until there is no longer a budget deficit. The final results of the voting will be recorded accordingly in the Committee report and will also be communicated to the newly elected CA, which will use the results as a basis for its work when considering and approving future UPU Programme and Budgets.

16 The results of the prioritization process will, in addition, be annexed to the draft business plan to be approved by Congress. The CA will then be responsible for finalizing the business plan by bringing it into line with the results of the prioritization process carried out by Congress.

Recommendation C 18/2012

Structure and management of the work of the Council of Administration

Congress,

With a view to ensuring the most efficient functioning of the Council of Administration and facilitating the rapid launch of the CA's work after the 2012 Doha Congress,

Keeping in mind the basic organic rules provided by the Constitution and the General Regulations, and the fundamental function of the CA, which is to ensure the continuity of the work of the Union between Congresses,

Considering the different functions and responsibilities of the CA, which is responsible for supervisory, governmental and regulatory questions, and the POC, which is responsible for operational, commercial, technical and economic questions,

Recognizing that certain activities organized under the CA that have a strong operational character, such as postal economics, e-commerce promotion and sustainable development, would be better transferred to the POC, except where an issue related to governance requires consideration,

Acknowledging the desirability of creating clear decision making between the CA and POC in certain fields such as development cooperation and strategy by organizing these activities around joint groups, instead of establishing joint CA/POC committees,

Greatly appreciating the work carried out by the Reform of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Instructs

the Council of Administration and the Postal Operations Council, with the full support of the International Bureau, to ensure greater coordination of their activities so that the UPU can benefit from the maximum level of synergy in order to achieve its mission and better respond to the needs of member countries in a rapidly changing postal environment,

Recommends

that the Council of Administration, at its constituent meeting:

- consider Congress–Doc 17, and adopt the recommendations made therein, insofar as it deems it desirable;
- draw upon the councils' proposals set out in Annex 1 hereto concerning the composition and functions of CA committees, taking into consideration the annexes to proposals 102 and 105 referred to it, together with the comments and suggestions made by member countries in this regard during the meeting of Committee 3 of the 25th Congress;
- organize an extra session of the CA, at the beginning of 2013 and in conjunction with the first POC session, to address issues in the UPU Programme and Budget on which the CA has to rule in order to ensure that the International Bureau and the POC and CA bodies can begin their work as soon as possible during the Doha cycle.

(Proposal 49, Committee 3, 4th meeting)

3.4 Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)

Decision C 92/1974

Representation of the Organization of African Unity (OAU)

(For the text, see page 56)

Participation by the League of Arab States in the meetings of the UPU

(For the text, see page 57)

Resolution C 5/1999

Composition of the Postal Operations Council

Congress,

Recalling

resolution C 30/1994 adopted by the Seoul Congress which specified the qualified geographical distribution of seats for the election of Postal Operations Council members, as provided for in article 104, paragraph 2, of the General Regulations,

Considering

the revision of article 104, paragraph 2, of the General Regulations fixing the percentage of Postal Operations Council members to be renewed at each Congress at one third at least,

Bearing in mind

the Secretary-General's report on the system for electing Postal Operations Council member countries in order to comply with the need to renew at least one third of the members of this Council,

Decides that

- i under the qualified geographical distribution mentioned in article 104, paragraph 2, of the General Regulations, 60 percent of the Council of Administration seats allocated to each group will be reserved for the same group in the Postal Operations Council. The distribution of seats reserved by geographical distribution in the Postal Operations Council will therefore be as follows:

Number of POC seats reserved by geographical distribution

<i>Group</i>	<i>CA</i>	<i>60% of CA (rounded off to the next higher unit)</i>	<i>Minimum guaranteed to developing countries</i>
1 Western Hemisphere	8	5	(3)
2 Eastern Europe and Northern Asia	5	3	(3)
3 Western Europe	6	4	(0)
4 Southern Asia and Oceania	10	6	(3)
5 Africa	11	7	(7)
Total number of seats reserved by geographical distribution	40	25	(16)

- ii the criteria defined for the election of Postal Operations Council members shall be applied in the following order, still on the basis of ranking in descending order of votes obtained and as necessary, drawing lots to decide between countries that received the same number of votes:
- a the need to renew at least one third of the members;
 - b distribution among the 24 developing countries and the 16 developed ones;
 - c geographical distribution, by allocating to each geographical group the number of seats reserved;
- iii Seoul Congress resolution C 30/1994 is abrogated;
- iv this resolution shall come into immediate effect.

(Proposal 09, Committee 3, 1st meeting)

Recommendation C 19/2012

Structure and management of the work of the Postal Operations Council

Congress,

With a view to

ensuring the most efficient functioning of the Postal Operations Council and facilitating the rapid launch of the POC's work after the 2012 Doha Congress,

Keeping in mind

the basic organic rules provided by the Constitution and the General Regulations, and the fundamental responsibility of the POC for operational, commercial, technical and economic questions, in contrast with the CA's supervisory, governmental and regulatory functions,

Recognizing

that recent changes in the economic, political and technological climate have severely affected the entire postal sector (letter volume decreases, security concerns, e-commerce), highlighting the need for greater flexibility in the POC's work,

Convinced

that the POC requires an efficient and flexible structure which promotes better, faster decision making to enable it to address all kinds of current and urgent matters,

Acknowledging

that certain activities organized under the CA that have a strong operational character, such as postal economics, e-commerce promotion and sustainable development, would be better transferred to the POC, except where an issue related to governance requires consideration,

Also recognizing

the need for the UPU to place a greater emphasis on economics and market reporting, with a view to keeping better track of market and economic trends and promoting the UPU as a source of excellence in postal sector statistics and information,

Also convinced

that the POC should operate according to an annual business plan with a separate budget, which would be tied to the annual Programme and Budget,

Greatly appreciating

the work carried out by the Reform of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Instructs

the Council of Administration and the Postal Operations Council, with the full support of the International Bureau, to ensure greater coordination of their activities so that the UPU can benefit from the maximum level of synergy in order to achieve its mission and better respond to the needs of member countries in a rapidly changing postal environment,

Recommends

that the Postal Operations Council, at its constituent meeting:

- consider Congress–Doc 17, and adopt the recommendations made therein, insofar as it deems it desirable;
- draw upon the councils' proposals set out in Annex 1 hereto concerning the composition and functions of the POC committees, taking into consideration the annexes to proposals 95, 103 and 106 referred to it, together with the comments and suggestions made by member countries in this regard during the meeting of Committee 3 of the 25th Congress,

Also instructs

the Postal Operations Council, with the support of the International Bureau, to establish an annual business plan each year from 2013 to 2016 on the basis of the annual Programme and Budget approved by the Council of Administration.

(Proposal 50, Committee 3, 4th meeting)

3.5 Consultative Committee

Resolution C 57/2008

Consultative Committee – improving the integration of CC members and further strengthening their role in all UPU activities

Congress,

Recalling

that the Bucharest Congress created the Consultative Committee with the aim of providing the UPU with a framework for effective dialogue between stakeholders,

Noting

that the Consultative Committee has made remarkable contributions in various areas of UPU activities – regulatory, operational, technical and strategic,

Recognizing

that there is a strong willingness for CC members to participate in and contribute to the work of the UPU, thus contributing to the attainment of the UPU goals and mission,

Convinced

that the UPU as a whole would benefit from increased participation by representatives from the wider postal sector,

Convinced further

that it would be beneficial for the UPU to reinforce the concept of public/private partnership within the activities of the Union,

Acknowledging

the need to improve the integration of CC members and further strengthening their role in all UPU activities,

Taking into account

the results of studies on UPU reform, particularly concerning the Consultative Committee, carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the CA, with the support of the International Bureau,

Instructs

the Council of Administration, in cooperation with the Consultative Committee and with the support of the Postal Operations Council and the International Bureau:

- to study ways of strengthening the role and contribution of the Consultative Committee in UPU activities, particularly concerning the following questions:
 - a to further enlarge the membership of the CC, in order to allow for broader representation throughout the entire postal sector and better worldwide geographic representation;
 - b to clearly define the roles and responsibilities of the three members representing each Council (CA, POC), in relation to the CC and to the Council they represent;
 - c to encourage additional voluntary contributions from CC members, in kind or financial, for conducting a specific project or study;
 - d to further increase CC members' level of financial contributions to the UPU budget;
 - e to set up a system of coordination between the CC and both the Council of Administration and the Postal Operations Council, with the support of the International Bureau, which promotes and

strengthens CC members' participation in all UPU activities, particularly at the beginning of a new cycle,

- to formulate proposals based on the results of the study for submission to the next Congress; and
- to put in place, where necessary and possible, certain measures prior to the next Congress.

(Proposal 19.Rev 1, Committee 3, 6th meeting)

3.6 International Bureau

Resolution C 74/2012

Management of staff of the International Bureau of the Universal Postal Union

Congress,

Noting

the importance placed on human resource management by the bodies of the Union,

Stressing

that the staff of the International Bureau is a key element to the successful implementation of the Union's activities,

Considering

the results of the work of the CA Committee 3 Human Resources Reflection Group during the 2008–2012 cycle (CA C 3 2011.1–Doc 23.Rev 1),

Recalling

the outline of the human resources annual report adopted by the Council of Administration,

Also considering

all the applicable provisions regarding the management of UPU International Bureau staff, including regarding gender balance and geographic distribution,

Instructs

the Council of Administration:

- to study the necessary measures to expand outreach to attract highly qualified and talented applicants who have significant experience in the relevant sectors with a view to achieving the widest possible gender balance and equitable geographic distribution with regard to staffing at the International Bureau;
- to continue studying, during the next cycle, issues related to the employment conditions of International Bureau staff (in the light of the information collected on core and non-core contracts), the granting of contracts for an indefinite period, and staff performance appraisals and training,

Also instructs

the International Bureau:

- to continue monitoring the best practices of comparable organizations in the United Nations common system through relevant inter-agency networks and bilateral cooperation;

- to publish each year an updated organizational chart of all International Bureau staff, together with an annual report on human resources, including any pertinent information on the best practices of comparable UN organizations;
- to ensure, in collaboration with the Postal Operations Council, the alignment of the posts and structure of the International Bureau with the Doha Postal Strategy and the finances available, in compliance with the relevant provisions of the Union’s General Regulations, in particular articles 106 and 127.

(Proposal 36, Committee 2, 2nd meeting)

3.6.1 Staff

Resolution C 17/1957

Relief Fund^{1 2}

The Universal Postal Congress of Ottawa,

Having regard to

- the report of the Director of the International Bureau on the finances of the Union; and
- the report of its Finance Committee,

Agrees

to the creation of a new Relief Fund in favour of the staff of the International Bureau to be supplied from monies accruing to the Union by virtue of the Agreement between the Directorate of the Swiss postal administration and the Director of the International Bureau concerning the issue of Swiss postage stamps for the use of the International Bureau of the Universal Postal Union, and

Charges

the Executive and Liaison Committee³ to adopt the statutory provisions concerning the use of the monies of this Fund.

(French Documents of the 1957 Ottawa Congress – volume II: pages 68, 1152 to 1155)

Resolution C 9/1964

Provident Scheme of the Universal Postal Union

Congress,

Considering

- i that since 1 January 1964, the Pension Fund, created in accordance with the decision of the Congress of Paris 1878, has been replaced by the “Provident Scheme of the Universal Postal Union”;

¹ Financial Regulations, art 24.

² Present name: Social Fund for the staff of the International Bureau.

³ New name: Council of Administration.

- ii that by reason of the new method of financing this Scheme through periodic contributions payable by the members of the said Scheme and by the Union, it is necessary to change the form of guarantee instituted by different Congresses and in particular by the Congress of Ottawa 1957 in the decision appearing under b of the resolution relating to the Pension Fund (Congress of Ottawa – Doc 2/Rev/Annex 4),

In view of

- the proposals presented by the Director of the International Bureau in the report on the finances of the Union prepared for Congress (Congress – Doc 2/Rev); and
- the report of its Finance Committee,

Confirms

the decision taken in 1963 by the Executive and Liaison Committee¹, namely that “The Union grants the following guarantees to the Provident Scheme:

- a guarantee of a rate of interest corresponding to the technical rate on the whole of the actuarial reserve of the Provident Scheme;
- b cover, by means of appropriate payments, of any technical deficit in the Provident Scheme”,

Charges

the Director of the International Bureau if need be to provide in the ordinary budget of the Union, after taking the advice of the Executive Council, for the sums that would be required:

- a if the yield on the funds of the Provident Scheme is not likely to reach the amount corresponding to the technical interest on the whole of the actuarial reserve;
- b in order to amortize in an appropriate way any technical deficit in the Provident Scheme.

(French Documents of the 1964 Vienna Congress – volume II: pages 715 to 724, 797)

Resolution C 51/1979

Conditions of service of elected officials

Congress,

In view of

the decision of the 1974 Lausanne Congress to the effect that the Director-General and Deputy Director-General of the International Bureau shall be elected by Congress for the period between two successive Congresses, the minimum duration of their term of office being five years (General Regulations of the Universal Postal Union², article 108, paragraph 1),

In view also of

the competence of the Executive Council to ensure:

- the continuity of the Union’s work in accordance with the provisions of the Acts of the Union (Constitution of the Universal Postal Union, article 17, paragraph 1), and
- control of the activities of the International Bureau (General Regulations, article 102, paragraph 6, j)³,

¹ See resolution CEL 1/1963.

² Gen Regs (Doha 2012), art 126.

³ Gen Regs (Doha 2012), art 102, para 107.1.23.

Taking into account

resolution C 35 of the 1969 Tokyo Congress, whereby the Executive Council was authorized to lay down, in Staff Regulations of the International Bureau, the conditions of service of all staff members of the Bureau, in the light of the principles and practice followed by the other specialized agencies,

Bearing in mind

the practical need for that competence to be retained in respect of the Director-General and Deputy Director-General as well,

In consideration of

resolution CE 2/1973, replaced by resolution CE 1/1977, concerning the conditions of service of the elected officials (Director-General and Deputy Director-General) of the International Bureau,

Decides

- i that the Executive Council shall be authorized to lay down, in a resolution, the remuneration and other conditions of service of the elected officials, in the light of the principles adopted in the United Nations common system and taking into account the practice followed in the other specialized agencies;
- ii that after their election by Congress, the Director-General and Deputy Director-General shall receive a letter of appointment, signed by the Chairman of Congress, stating the duration of their term of office and specifying their remuneration and other conditions of service in accordance with the Executive Council resolution mentioned in paragraph 1 above;
- iii that in the case mentioned in article 108, paragraph 4, of the UPU General Regulations, the letter of appointment of the Deputy Director-General elected by the Executive Council for the period extending up to the following Congress shall be signed by the Chairman of the Executive Council.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 1264, 1399, 1764)

Resolution C 5/2004

Retirement pensions of elected officials

Congress,

In view of

resolution C 52/1979 of the Rio de Janeiro Congress concerning the retirement pensions of elected officials,

Recognizing

the High Level Group recommendation to reduce the term of office of the Director General and Deputy Director General from five to four years,

Aware

of the social security problems resulting there from for these two senior officials on the expiration of their term of office,

Bearing in mind

the fact that the International Bureau Staff Regulations and Rules do not apply to them and that their conditions of service are regulated separately, as the United Nations common system covers only the grades up to D 2 (Director),

Decides

with effect from 1 January 2005, to guarantee those elected officials (Director General and Deputy Director General) who have not completed four years' service at the International Bureau at the beginning of their term of office a retirement pension of 16 percent of the final average remuneration after four years' service at the International Bureau, increased by two percent for each additional year of service, this pension to serve also as the basis for calculating survivors' pensions. The difference between the amount of the pension actually paid to the elected officials and that of the pension to which they would be entitled under the Regulations of the UPU Provident Scheme shall be chargeable to the Union's budget.

(Proposal 067, Committee 3, 1st meeting)

3.6.2 Documentation and publications

Resolution C 7/1957

“Union Postale”¹

With a view to furthering the exchange of experience and scientific, technical and economic progress in postal communications, and in order increasingly to improve international cooperation and relations between all the member countries of the Union in this field, Congress charges the International Bureau to see that more space in the journal “Union Postale” is devoted to present-day postal problems in connection with experiments, scientific and technical progress in various countries, mechanization and automation of production processes and basic postal economic problems, and to include in the journal extracts from specialist literature, book reviews, reviews of handbooks and other publications.

It appeals for the cooperation of the administrations of the Union, to the Consultative Committee for Postal Studies² and to the Executive and Liaison Committee³ to this end.

(French Documents of the 1957 Ottawa Congress – volume II: pages 64, 395, 396)

Recommendation C 4/1964

Periodicals sent to the International Bureau by administrations

Postal administrations are invited to send with the periodicals which they send to the International Bureau a translation in French or, failing that, in one of the other languages used for the journal “Union Postale”, of the table of contents and, if possible, of a summary of the articles which they consider important.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 808, 994, 1368)

¹ See also decisions CE 10/1968, CE 11/1973, CE 25/1976, CE 19/1981, CE 15/1987, CE 17/1987, CE 19/1987 and CE 29/1991.

² New name: Postal Operations Council.

³ New name: Council of Administration.

Recommendation C 8/1964

List of documents published by the International Bureau

It is desirable that the International Bureau should draw up at the beginning of each year the list of all the documents published during the past year in order that administrations may order those which they lack.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1018, 1372)

Resolution C 32/1969

Preparation of documents published by the International Bureau¹

Congress,

In view of
report A/6343 of the Ad Hoc Committee of Experts for Examining the Finances of the UN and the Specialized Agencies and in particular, the recommendation attached hereto appearing in paragraph 104, f, of the said report,

In view of
resolution No 9 formulated by the Executive Council during its 1966 session (Compendium of resolutions and decisions of the Executive Council, 1966), recommending that reports and documents of any kind should be written as briefly and concisely as possible,

Noting
that measures had been taken by the Executive Council to rationalize several compendiums published by the International Bureau and to replace the minutes by simple reports (Congress – Doc 9, paragraph 32),

Considering nonetheless,
that the volume of documentation placed at the disposal of the administrations make it difficult to consider it in a thorough manner, particularly with regard to administrations which do not have specialized personnel,

Requests

the Director-General of the International Bureau to take the necessary steps so that:

- i the documents he publishes are prepared in a manner conforming to resolution No 9/1966 of the Executive Council;
- ii these documents will include only the data essential for comprehension of the problem in question, excluding in particular the background material which, in most cases, could be replaced by simple references,

Instructs

the Executive Council to see to the application of these recommendations.

(Documents of the 1969 Tokyo Congress – volume II: page 1137)

¹ See resolution CE 6/1970 and decision CE 25/1971.

Recommendations of the Ad Hoc Committee

Para 104 – The Committee recommends:

-
- f Member countries of the UN or members of the specialized agencies should be urged to spare no effort considerably to reduce their requests for documents for all conferences, *so that those documents may be submitted at the most appropriate time, in a concise form and in the most economical manner, thus avoiding all superfluous expense ...*

Resolution C 1/1974**Publication of the Resolutions and decisions other than those amending the Acts (recommendations, formal opinions, etc) adopted by Congress**

(For the text, see page 66)

Resolution C 78/1994**Information management as a UPU strategic activity**

Congress,

Having taken note
of the Secretary-General's report on information management as a UPU strategic activity (Congress–Doc 71),

Decides

- to recognize information management, and more specifically computerized information management, as a strategic activity of the UPU;
- to take note of the progress made in connection with establishment of the data base for the benefit of postal administrations and the International Bureau.

(Committee 3, 8th meeting)

Resolution C 52/2004**Access to operational information on the UPU website**

Congress,

Conscious
of the need of member countries for rapid access to information related to international mail operations of other postal administrations,

Considering
how modern information technology can help to meet this need,

Noting

that the operational data on the UPU website are simply electronic reproductions of pages of UPU publications which are placed in different locations on the site and are often difficult to access,

Taking account

of recent advances in website design that have greatly improved capabilities for rapid access to information, as well as search features that allow better navigation through websites,

Instructs

the International Bureau to draw up guidelines and prepare a dossier for redesigning the website, under the direction of the POC, and to make an estimate of the resources necessary for recasting and managing the website in future. The study should cover the following aspects in particular:

- the possibility of compiling information in UPU compendia and publications, documents and lists into database systems which would standardize the information presented and take advantage of recent advances in website design;
- the advisability of employing recent advances in website design to improve the user interface with frequently updated databases to facilitate better access to needed information;
- regular updates of the site with information about the exchange of international mail submitted to the International Bureau by the administrations of Union member countries and, as appropriate, the CA and the POC;
- adaptation of the site, whenever necessary, to assist postal administrations in complying with new developments in operational requirements for the exchange of international mail (for example, desired methods for return of empty equipment or links to information about recent changes in government regulations).

(Proposal 039, 6th plenary meeting)

Resolution C 64/2008**Cooperation in the area of postal statistics**

Congress,

Taking into account

that the Universal Postal Union (UPU), as the specialized agency of the United Nations dealing with the postal field, is responsible for making relevant information and analyses on the development of the sector available to its members,

Noting

the role of the UPU as a specialized agency of the United Nations qualified to gather, analyze, publish, harmonize and improve postal statistics,

Aware

that the postal statistics published by the International Bureau represent an important working tool for member countries, and need to respond to the expectations and information needs of all postal sector players,

Considering

the importance of statistical data that are reliable, consistent and relevant for the macro-economic studies carried out by the Council of Administration and Postal Operations Council, and for the application of the methodology for classification of countries and territories for participation in the target terminal dues system and the Quality of Service Fund,

Also aware

of the need to guarantee the confidentiality of certain information provided, if member countries so wish,

Strongly encourages

member countries and designated operators to provide the International Bureau with:

- reliable, consistent and relevant statistical data, and especially data relating to:
 - a postal infrastructure,
 - b volumes of letter post, postal parcels and express items,
- statistical data that are reliable, consistent and relevant for classification of countries for terminal dues system and Quality of Service Fund purposes;
- other statistical information needed for macro-economic studies carried out within the Council of Administration and Postal Operations Council,

Calls on

the associations which form part of the postal sector, and in particular the members of the Consultative Committee, to furnish reliable, consistent and relevant data relating to the infrastructures used and volumes of activity of their members, so that indicators for the whole sector can be established at the worldwide level,

Instructs

the International Bureau:

- to publish the *Postal Statistics* yearbook on the basis of the information provided by member countries, regulatory authorities, designated operators and private-sector associations;
- to organize the processing of raw data according to the fundamental principles of official statistics, and to restrict access to raw data to persons tasked by the International Bureau with the processing of data;
- to ensure the confidentiality of the information provided if member countries so wish. Where confidential processing is requested, the data transmitted shall be used only to calculate the totals needed for analysis of the worldwide and regional situation and shall under no circumstances be published individually;
- to contribute to the establishment and improvement of a compilation of statistics;
- to continue training activities in the area of postal statistics with a view to improving the availability, quality, and reliability of statistical information.

(Proposal 26, Committee 3, 7th meeting)

Recommendation C 73/2008

Updating the password-protected list of e-mail addresses available via the UPU website

Congress,

Conscious

of the current communication needs in response to emergencies and/or business between the senior officials of both regulators and designated operators,

Urges

countries to have their e-mail addresses included in the password-protected list available via the UPU website, and to notify the International Bureau of any changes thereof,

Requests

that the International Bureau:

- make every effort to update the list of e-mail addresses of the senior officials of regulatory bodies and designated operators;
- that the list be made more accessible, on the UPU website and password-protected as is currently the case, but closer to the homepage.

(Proposal 81, 10th plenary meeting)

Resolution C 30/2012**Enhancing the dissemination of postal information via International Bureau circulars and EmIS messages**

Congress,

Noting

the need for member countries, designated operators, restricted unions and the International Bureau to disseminate postal information,

Stressing

the fact that those disseminating postal information are also the recipients of such information, and have an interest in the smooth functioning of the dissemination system used by the International Bureau,

Recognizing

that such postal information has traditionally been disseminated via International Bureau circular,

Noting

the dissemination of urgent postal information via an e-mail notification system using a global address list (EmIS),

Noting also

that those disseminating postal information that would traditionally form the subject of International Bureau circulars wish to see this information disseminated more rapidly,

Acknowledging

the need to limit the circle of addressees of the postal information disseminated where this occurs by means of an e-mail notification system using a global address list,

Recognizing also

the difficulties encountered by the International Bureau in the dissemination of postal information via EmIS messages, linked to the use of e-mail addresses bearing the name of a single individual and/or with a domain name not able to be recognized by the UPU as an institutional domain name, as well as the level of technological connectivity available to Union member countries, particularly those in the developing world,

Stressing also

the need for the International Bureau to have access to generic e-mail addresses, with institutional domain names recognized by the UPU, for e-mail notifications using a global address list for postal information,

Further recognizing

the usefulness, for addressees of International Bureau circulars, of being able to access postal information disseminated by the International Bureau ever more rapidly,

Wishing

to promote rapid, but secure, dissemination of all postal information,

Instructs

- the Council of Administration to:
 - monitor the development by the International Bureau of a secure notification system for postal information via e-mail using a global address list comprising generic service addresses with institutional domain names recognized by the UPU;
 - decide on the possibility of discontinuing the physical distribution of International Bureau circulars once the system is fully operational, while considering arrangements to accommodate UPU member countries still wishing to receive circulars in hard-copy form as a backup to those distributed by e-mail,
- the International Bureau to:
 - manage and publish the list of generic addresses provided by member countries, designated operators and restricted unions, containing domain names recognized by the UPU as being associated with entities disseminating postal information;
 - establish a secure system for e-mail notification of postal information using a global address list, comprising generic service addresses with institutional domain names recognized by the UPU for more rapid dissemination of information traditionally disseminated via circular;
 - establish a central, password-protected repository containing updated information associated with the settlement of accounts between designated operators (contact information, banking details, annual SDR conversion rates, etc.), as this information is often updated via International Bureau circular;
 - establish a similar such repository containing updated information associated with exchange office operations (contact and facility information, hours of operation, special conditions, etc.) and used for improving coordination of mail exchange between designated operators, as this information is also often updated via International Bureau circular;
 - consult those disseminating and receiving postal information on an annual basis, once this system has been established, on the possibility of discontinuing the distribution of circulars in hard-copy form;
 - report annually to the Council of Administration on the progress made,

Strongly encourages

Union member countries, designated operators and restricted unions to:

- notify the International Bureau of generic service e-mail addresses, accompanied by an institutional domain name recognized by the UPU, for the dissemination of postal information;
- configure their individual mailboxes in such a way that all their relevant managers have access to all postal information disseminated by the International Bureau;
- ensure ongoing management of their generic service mailboxes.

(Proposal 14, amended by proposal 93, Committee 3, 5th meeting)

Resolution C 75/2012**Disclosure of audit reports of UPU projects, activities and finances**

Congress,

Aware

that the finances of the Union have been the subject of external audits for many decades, and that internal auditing is a management function that was introduced to the International Bureau in the 1990s,

Recognizing

that the emerging trend among international organizations towards greater transparency with respect to audits, financial reporting, risk management and internal controls has strengthened accountability and increased public confidence,

Conscious

that several other UN organizations are poised to begin publishing, on a publicly available website, documentation regarding their regular financial and programmatic audits,

Instructs

the Council of Administration to study the conditions whereby internal audit reports might be made available to member countries, taking account of the practices observed in other specialized agencies of the United Nations.

(Proposal 83.Rev 1, Committee 2, 2nd meeting)

4 Finance

Recommendation C 36/1984

Clearing up of arrears by means of the International Bureau's clearing system

Congress,

Having taken note
of the result of the study undertaken on arrears of contributions pursuant to resolution C 89 of the 1979 Rio de Janeiro Congress,

Bearing in mind
that some member countries are having serious difficulties in paying off their arrears of contributions to the UPU by the usual methods,

In view of
the role of clearing house conferred on the International Bureau for the liquidation of accounts of all kinds (General Regulations, article 113, paragraph 5; Detailed Regulations of the Convention, article 101, paragraph 3),

Considering
that the International Bureau prepares the annual general liquidation account of transit charges and surface-mail terminal dues,

Urgently invites

member countries which experience major difficulties in paying off their arrears of contributions to the Universal Postal Union to have recourse to the International Bureau's clearing system used for transit charges and surface-mail terminal dues¹, by assigning to the Union the credit balance to which they would be entitled under the general liquidation account prepared in this connection by the International Bureau,

Requests

member countries entered as debtors of the member countries in question in the general liquidation account of transit charges and terminal dues to agree to such a clearing procedure and to remit the sums agreed to the International Bureau as soon as possible.

(Documents of the 1984 Hamburg Congress – volume II: pages 178, 314, 315, 624)

Resolution C 61/1989

Clearing up of accounts of all kinds in arrears

Congress,

In view of
the statement of accounts in arrears,

Considering
that it is in the interests of the Union and its member countries to put the Union's finances in order,

¹ The general liquidation account has been expanded.

Urges

member countries which have accounts in arrears to make every effort to settle them as soon as possible and reminds them in this connection that they may make use of the International Bureau's clearing system in accordance with recommendation C 36 of the 1984 Hamburg Congress,

Informs

member countries which have large accounts in arrears that they may be placed in a lower contribution class than their normal one during the repayment period if they undertake to pay off their debts to the Union in accordance with a schedule approved by the Executive Council,

Decides

to transfer to a special account debtors covered by an individual agreement on the lines mentioned above,

Instructs

the Director-General of the International Bureau to negotiate with the countries having the biggest arrears draft agreements which will be submitted to the Executive Council for approval,

Instructs

the Executive Council to approve such amortization schedules as are negotiated by the International Bureau with countries having large accounts in arrears taking into account both the economic situation of the countries concerned and the interests of the Union,

Invites

the Executive Council:

- i to take all relevant measures to facilitate the application of this resolution;
- ii to report to the next Congress on the results obtained by this resolution.

(Proposal 04, Committee 3, 6th meeting; Congress – Doc 78.2, 14th meeting)

Decision C 90/1994**Billing date for contributions**

Congress

Authorizes

the International Bureau to submit, in June of each year, the bill for the contribution based on the budget of the preceding financial year taking into account the inflation rate set by the Consultative Committee on Administrative Questions of the United Nations common system, it being understood that the bill could be adjusted at the conclusion of the autumn Council of Administration.

(Congrès–Doc 19, Committee 2, 3rd meeting)

Resolution C 58/1999**Introduction of a biennial budget cycle from the year 2001**

Congress,

Having considered
chapter 3 of the Director-General's report on the finances of the Union (Congrès–Doc 20),

Considering
that the present annual budget cycle forms too rigid a framework for execution of the tasks defined in the Union's strategic plan in that it causes not inconsiderable administrative costs,

Noting
that all the other specialized agencies in the United Nations system have introduced a two-year budget system,

Decides

- i to introduce a biennial budget cycle from the year 2001;
- ii to instruct the Council of Administration and the International Bureau to make the necessary amendments to the Financial Regulations and the Rules of Financial Management;
- iii to request the External Auditor to conduct a satisfactory number of interim audits;
- iv to instruct the Council of Administration to study the compatibility of the two-year financial period with the strategic plan cycle and to submit a proposal thereon to the next Congress.

(Congrès–Doc 20, Committee 2, 2nd meeting)

Decision C 66/2008**Study on the legal and organizational aspects relating to the Union's extrabudgetary activities**

Congress,

Recognizing
the remarkable contributions of UPU extrabudgetary activities to achieving the UPU's mission, objectives and strategy,

Also recognizing
the need for further in-depth study on the legal and organizational aspects relating to the Union's extrabudgetary activities,

Decides

to refer proposals 15.131.91.Rev 4, 15.102.5.Rev 1, 15.104.3.Rev 1, 15.112.3.Rev 1, 15.112.4.Rev 2 and 15.128.2.Rev 1 to the Council of Administration, so that it may:

- study them as part of UPU reform activities;
- submit proposals to the next Congress on the basis of the study's results.

(Committee 3, 7th meeting)

Resolution C 16/2012

Support costs for user-funded subsidiary body activities

Congress,

Aware

that reimbursement of support costs to the Union's regular budget must be based in particular on reliable data relating to the actual costs of extrabudgetary activities,

Recognizing

the importance of extrabudgetary funds in achieving the UPU's mission,

Noting

the recommendations of the United Nation's Joint Inspection Unit on the identification of the support costs of extrabudgetary activities within the UN system, and the different reimbursement policies adopted by individual agencies,

Bearing in mind

Congress resolutions C 28/1999 and C 75/2004, in which the concepts of voluntary funding and, consequently, the reimbursement of these voluntary activities were developed,

Accepting

the need for greater transparency in this area within the UPU's budgetary framework,

Having considered

the report on the finances of the Union (Congress–Doc 35),

Instructs

the Council of Administration to:

- make a detailed analysis of the added value that user-funded subsidiary body activities bring to the UPU mission and objectives;
- determine whether it is still necessary for these activities to repay a certain amount of their expenses from their financing;
- develop in a fair and impartial manner principles governing the manner in which reimbursement should be reflected in the regular budget and in the budget of these activities,

Also instructs

the International Bureau, in support of the Council of Administration, to:

- create permanent tools for determining the cost of all individual projects or programmes financed by the Union's regular budget or, wholly or in part, from extrabudgetary resources;
- establish an appropriate basis for assessing the fixed and variable indirect costs of these projects/programmes in conjunction with the entities/groups responsible for extrabudgetary funding propose principles and modalities to be adopted in order to set reimbursement rates – where appropriate – for the support costs of user-funded projects/programmes based on reliable data relating to the costs and the importance of these projects within the framework of the organization's mission, taking account of user-funded subsidiary bodies' financing;
- clarify the likely effects of reimbursement proposals on the UPU's regular budget and mandatory contribution system;
- include the contributions of the user-funded subsidiary bodies in the context of the UPU strategy.

(Proposal 48, Committee 3, 3rd meeting)

Resolution C 65/2012**Financing of the UPU Emergency and Solidarity Fund**

Congress,

Having examined
the report submitted by the Council of Administration concerning the emergency assistance provided by the UPU between 2005 and 2012,

Recognizing
that natural disasters have been occurring with increasing frequency and intensity in recent years, resulting in many injuries and deaths, serious economic damage, and considerable material losses, including in the postal sector,

Noting with satisfaction
the measures taken by the UPU bodies, in particular by the International Bureau in cooperation with member countries, restricted unions and other partners, to assist Union member countries affected by natural disasters and/or in special situations,

Noting in particular
the decision taken by the Council of Administration in 2010 to set up a permanent mechanism to finance emergency assistance in the form of the UPU Emergency and Solidarity Fund (ESF),

Also noting
that the ESF is primarily financed through voluntary contributions from donors and unused credits from contributions to emergency assistance projects assigned prior to the creation of the ESF,

Concerned
by the fact that sources of funding for the ESF remain relatively limited and that the funds collected are insufficient to cover the increasing requirements in terms of emergency assistance or to ensure the quick allocation of emergency assistance resources,

Believing
that regular financing for the ESF is necessary and that other sources of funding should be explored,

Invites

UPU member countries, restricted unions and partners concerned to make voluntary contributions to the ESF and to play a role in ensuring sustainable financing for the ESF,

Encourages

UPU member countries to issue postage stamps with a surcharge, the income from which could be paid into the ESF,

Decides

- that 1% of the regular Union budget shall be withdrawn annually during the 2013–2016 cycle to guarantee minimum long-term funding of the ESF,
- that the Council of Administration should carry out a study to explore other sources of funding for the ESF,

Instructs

the Council of Administration and the International Bureau to take the necessary steps, within their respective areas of responsibility, to ensure that the decisions taken are implemented with immediate effect.

(Proposal 40, amended by proposal 80, Committee 8, 2nd meeting)

Resolution C 69/2012**Report on the accounts of the regular budget of the Universal Postal Union for the 2007–2011 period**

Congress,

In view of:

- a the Report on the Finances of the Union (Congress–Doc 35);
- b the report of its Finance Committee (Congress–Doc 37),

Notes

the accounts of the Universal Postal Union for the 2007–2011 period, and gives final discharge to the bodies responsible.

(Congress–Doc 35. Annex 1, Committee 2, 1st meeting)

Resolution C 70/2012**Report on the annual extrabudgetary accounts of the Universal Postal Union for the 2007–2011 period**

Congress,

In view of:

- a the Report on the Finances of the Union (Congress–Doc 35);
- b the report of its Finance Committee (Congress–Doc 37),

Notes

the extrabudgetary accounts of the Universal Postal Union for the 2007–2011 period, and gives final discharge to the bodies responsible.

(Congress–Doc 35. Annex 2, Committee 2, 1st meeting)

Resolution C 71/2012**Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having examined
the Report on the finances of the Union (Congress–Doc 35),

Expresses

its gratitude to the Government of the Swiss Confederation for:

- i the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- ii its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congress–Doc 35. Annex 3, Committee 2, 1st meeting)

Resolution C 72/2012**Period covered by the financial decisions taken by the 25th Congress**

Congress,

Having examined
the Report on the finances of the Union (Congress–Doc 35),

In view of the fact
that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Doha Postal Strategy covering the period from 2013 to 2016,

Decides

that the financial system shall cover the period of execution of the strategic plan for 2013–2016.

(Congress–Doc 35. Annex 4, Committee 2, 1st meeting)

Resolution C 73/2012**Period covered by the financial decisions taken by the 25th Congress**

Congress,

Having examined:

- the report on the finances of the Union (Congress–Doc 35);
- the International Bureau's report on the setting of the expenditure ceiling for the 2013–2016 financial period (Congress–Doc 38. Add 1),

Considering
that the financial resources for the future must be allocated on the basis of the programmes and budgets stemming from the Doha Postal Strategy covering the period from 2013 to 2016,

Decides

that the financial system will cover the period of implementation of the Doha Strategy 2013–2016.

(Congress–Doc 38. Add 1. Annex 4, Committee 2, 1st meeting)

Resolution C 19/2016**Report on the consolidated accounts of the Universal Postal Union for the 2012–2015 period**

Congress,

In view of:

- a the report on the finances of the Union (Congress–Doc 26);
- b the report of its Finance Committee (Congress–Doc 29),

Notes

the consolidated accounts of the Universal Postal Union for the 2012–2015 period, and gives final discharge to the bodies responsible.

(Congress–Doc 26. Annex 1. Attachment 3, Committee 2, 4th meeting)

Resolution C 20/2016**Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having examined
the report on the finances of the Union (Congress–Doc 26),

Expresses

its gratitude to the Government of the Swiss Confederation for:

- i the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- ii its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congress–Doc 26. Annex 3, Committee 2, 4th meeting)

Resolution C 22/2016**Incorporation of designated operators into the account settlement system administered by the International Bureau**

Congress,

Having noted

- that, in certain cases, the official means of recovery prove ineffective in debtor countries, even when the general or detailed accounts have been duly accepted by the designated operators;
- that the Acts of the Union and their Regulations do not provide for any specific mechanism to resolve such situations,

Recognizing

- that the Council of Administration has examined in detail the Acts and their articles to identify a way to incorporate a sanction mechanism into the provisions;
- that this examination revealed that any sanction mechanism would be wholly incompatible with the principles of a single postal territory and freedom of transit of the Universal Postal Union, set out in articles 1 and 1bis of the Constitution,

Aware

- that there exist bilateral best practices available to designated operators or governments wishing to resolve such situations between designated operators, including:
 - encouraging debt recovery agreements, by proposing long-term payment plans for debtor countries;
 - promoting recovery by means of a third party country, with the three parties in agreement as to the procedure;
 - approaching the International Bureau to help find a solution between the debtor designated operator and the creditor designated operator, recognizing that the International Bureau can play no regulatory or enforcement role in such cases;
 - referring the matter to the governmental authorities;
 - confirming the accounting information between designated operators;
- that these best practices do not guarantee a solution to bad debts, and that designated operators are required to make considerable additional efforts to resolve these situations,

Instructs

the Postal Operations Council to define a mechanism that makes the UPU*Clearing system the preferential method for settling international accounts, inviting the UPU*Clearing User Group to present a proposal to the 2018 Postal Operations Council aimed at encouraging designated operators that are not members of the Group to join this multilateral clearing system.

(Proposal 12.Rev 1, Committee 3, 6th meeting)

Resolution C 26/2016

Period covered by the financial decisions taken by the 26th Congress

Congress,

Having examined
the draft Istanbul Business Plan for 2017 to 2020 (Congress–Doc 14) and Congress–Doc 30.Rev 1,

In view of the fact
that the financial resources for the future must be allocated on the basis of the Programme and Budget stemming from the Istanbul World Postal Strategy covering the period from 2017 to 2020,

Decides

that the financial system shall cover the period of execution of the Strategy (2017–2020),

Also decides

that, in strict accordance with the solidarity rule contained in article 21.3 of the UPU Constitution (and taking into account both the ceiling of expenditure determined by Congress and the finalized version of the quad-rennial UPU Business Plan), the amount of the contributory unit shall be calculated solely on the basis of the annual Programme and Budget approved by the Council of Administration, as well as the number of contributory units announced at the time when the Council of Administration approves the aforementioned Programme and Budget,

Further decides

that, consistent with the above, under no circumstances shall the amount of the contributory unit be subject to any freezing measure during the entire period covered by the Istanbul Congress cycle (from 2017 to 2020), as well as all future Congress cycles.

(Congress–Doc 30.Rev 1.Annex 1, Committee 2, 4th meeting)

Resolution C 29/2016**Reform of the system applied to contributions by Union member countries**

Congress,

Considering

that, in accordance with article 21 of the UPU Constitution, the Union's expenses shall be jointly borne by its member countries, and that in accordance with the UPU General Regulations, each member country shall, on a voluntary basis, choose the contribution class to which it intends to belong,

Also considering

that, since the 2012 Doha Congress, the number of units contributed by Union member countries has decreased significantly and that the current contribution model can no longer ensure the Union's financial stability,

Recognizing

that, through its Director General, the International Bureau has taken a number of steps over the past few years to actively encourage member countries to increase the number of units during the Doha cycle (2013–2016), despite which only two member countries agreed to make such additional contributions towards the Union's budget,

Also recognizing

that, in addition to the above measures, the International Bureau, through its Director General, was compelled to implement several ad hoc measures with the aim of stabilizing the Union's short-term funding, including the freezing of staff recruitment processes and general cost-cutting actions in response to existing financial constraints,

Noting

that, in view of the aforementioned financial constraints, the Council of Administration (CA) decided to abolish several International Bureau posts,

Noting also

that the development of a sustainable contribution model constitutes both a priority and a cornerstone within the context of the reform of the Union, for which an ad hoc working group was created by decision of the 2014 CA, in order to seek innovative funding sources through dialogue with member country governments, regulators and designated operators, including, without limitation, the subject of fair compensation for use of the various solutions and tools created and managed by the Union,

Acknowledging

the aforementioned initiatives undertaken in the area of sustainable financing of the Union,

Realizing

the Union's fundamental needs with respect to financial stability, and that due re-engineering of the contribution model by splitting it into fixed mandatory and variable usage-based components has become a necessity in order to secure the Union's financial stability,

Also realizing

that in full exercise of their sovereignty, member countries, particularly through the CA, should recommend possible fair and sustainable financing models aimed at ensuring the achievement of the Union's constitutional mission, scope and objectives,

Convinced

that, in order to meet the Union's needs with regard to its long-term financial sustainability, the prevailing practice adopted within the United Nations (UN) system, mainly based on assessed contributions based on the relative capacity of each member country to pay (gross national income, while taking into account other elements such as external debt and development levels), should be used as a basis for any future Congress proposals,

Instructs

the Council of Administration to

prepare, for submission to the next Congress (regular or extraordinary), an alternative contribution model proposal in order to guarantee the Union's long-term financial sustainability,

Also instructs

the International Bureau to identify and describe the main issues pertaining to the Union's long-term financial sustainability (including, without limitation, an analysis of the various contribution models applied in the UN system) with a view to assisting the CA in preparing the aforementioned Congress proposal.

(Proposal 22, Committee 2, 4th meeting)

Resolution C 31/2016**Future sustainability of the Union's Provident Scheme**

Congress,

Considering

the work done by the task force created by the Council of Administration in February 2016 at the proposal of the Provident Scheme Secretariat to study and develop, for consideration by the Istanbul Congress, any possible solutions to cover the shortage in the statutory funding rate,

Also considering

that Congress resolution C 81/2004, entitled "Measures proposed for safeguarding the UPU Provident Scheme's ability to meet its future obligations", authorized the Council of Administration – in the event of an emergency – to implement measures with a view to contributing temporarily to the indexation of Provident Scheme periodic benefits paid since 1 January 1992 and to enter the relevant amounts in the Union's regular budget,

In view of

the structural stabilization measures taken by the Management Board of the UPU Provident Scheme on the basis of the actuarial valuation at 31 December 2010 (CA C 2 2013.2–Doc 16), measures which were intended to have a long-term impact and which were aimed at remedying the imbalance associated with the increase in the average age of the UPU Provident Scheme's participants,

Taking into account

the decision taken by the Council of Administration in 2012, based on the recommendations of the UPU Provident Scheme's consultant actuary, to distribute the amount required under the guarantees over a 10-year period, with the payments into the Scheme ending once the minimum coverage requirement of 85% had been satisfied, and that these measures improved the Provident Scheme's financial health in 2013, although its accounts continued to show a slight shortfall,

Recognizing

that the UPU Provident Scheme Management Board took a number of structural stabilization measures in 2014 on the basis of updated actuarial assumptions, and noting the conclusion from the Management Board's 2015 report to the Council of Administration that the updated assumptions were no longer in step with the current economic environment, together with a number of temporary measures,

Also recognizing

that article 8.2 of the UPU Provident Scheme Regulations explicitly states that appropriate payments aimed at supplementing the assets of the UPU Provident Scheme and stabilizing in the medium term its degree of coverage (to a minimum level of 85%) may be one-off or periodical,

Further recognizing

that the member countries could have decided in 2015 whether they wished to make a one-off payment of 4,781,343.69 CHF to absorb the shortfall in one go in 2015, or preferred to schedule their payments,

Acknowledging

that, given the risk of further deterioration in the Scheme's financial situation (attributable to the lowering of performance expectations, the cut in the technical interest rate for the purpose of the actuarial balance sheet, increasing longevity, and the unfavourable demographic ratio), the consultant actuary recommended in 2015 that the appropriate payments required to stabilize the degree of coverage of 85% should be made in the short term, and over the next five years at the most (rather than 10 years as previously stated in document CA C 2 2014.1–Doc 14),

Convinced

that reform measures may be envisaged to prevent these guarantees from being called upon in the near future,

Noting

that the UPU Provident Scheme's ability to meet its future obligations has diminished as a result of the downturn in the financial market in 2007 and beyond, and that since 2014 the Scheme has been operating under the aforementioned 85% threshold,

Also noting

that the UPU previously undertook reforms of its pension management when it closed the Pension Fund to new entrants in 1963, and any subsequent members were brought under the Provident Scheme,

Acknowledging

that the UPU Provident Scheme has reached the minimum level requiring application of the statutory guarantees introduced by Vienna Congress resolution C 9/1964, which charges the Director General of the International Bureau if need be to provide in the ordinary budget of the Union, after taking the advice of the Executive Council (current Council of Administration), for the sums that would be required in order to amortize in an appropriate way any technical deficit in the Provident Scheme,

Also acknowledging

that article 4 § b of the UPU Provident Scheme Regulations provides for appropriate payments if the degree of coverage falls below the minimum rate of 85%,

Bearing in mind

that the decision to guarantee UPU Provident Scheme shortfalls with the ordinary budget of the Union was taken before the constitution of the subsidiary bodies that manage extrabudgetary activities (like the Quality of Service Fund, EMS Cooperative and Telematics Cooperative), and that these bodies have their own budget that covers salaries but not pension costs,

Instructs

the Council of Administration, with the support of the International Bureau, to:

- conduct a study on how to ensure the continued stability and sustainability of the UPU Provident Scheme in order to prevent the recurrence of the current situation, with the primary aim of examining potential options for future reform of the UPU Provident Scheme, so that it is less expensive to maintain in the future;
- take into consideration in this study potential structural measures, including possible changes to the UPU Provident Scheme's legal and/or governance frameworks; the possible transfer of the UPU Provident Scheme to the United Nations Joint Staff Pension Fund; the feasibility of borrowing money from banks to recapitalize the fund and repay the debt when the Union recovers the arrears; the implementation of additional measures to reduce the liabilities, for example, assessment of health insurance rationalization in line with common practice; increase of retirement age; correlation between contribution and benefits of an employee; setting up of a minimum contribution period; increase of contribution made to the Scheme by both employer and employee, subject to the legal obligations towards UPU Provident Scheme beneficiaries and their assignees and taking into account input from a range of Scheme stakeholders, including the Provident Scheme Management Board and the International Bureau's Staff Association;
- present the results of the aforementioned study in 2018 to the appropriate body of the Union, either an extraordinary Congress (if so decided) or the Council of Administration;
- take note of the latest audit reports concerning the UPU Provident Scheme (without prejudice to the remit of its Management Board and supervisory authority),

Also instructs

the International Bureau to continue to provide for the necessary sums that would be required to amortize any technical deficit in the UPU Provident Scheme, implementing structural and temporary measures to stabilize the fund until the result of the study is presented,

Decides

to take note of the information included in Congress–Doc 28, as well as the member countries' rejection of the payment options and request for a full study outlined therein, with a view to making an informed decision on the potential options for the future sustainability of the UPU Provident Scheme.

(Proposal 37.Rev 1, 3rd plenary meeting)

5 Development cooperation

Resolution C 19/2008

Leveraging wider sector involvement to make development cooperation more effective and forward-looking

Congress,

Considering

- that two important programmes of the Nairobi Postal Strategy aim, respectively, at “improving access to universal postal service” and “embracing new technologies to help universal service providers to be more efficient”;
- that modernization of designated operators and the development of innovative products are among the conditions for achieving the main objectives of postal development,

Recognizing

the functions of the International Bureau in the area of development cooperation, set out in the General Regulations,

Also recognizing

- that a wide range of technologies that facilitate access to the postal network, protect revenue collection, optimize postal operations and reduce the cost of processing mail are currently available and are being continuously improved;
- that the needs of mailers, large and small, need to be effectively addressed by Posts in terms of products, services and prices,

Acknowledging

- that the Union plays a key role in helping member countries get acquainted with new technologies as they become available;
- that the Union has developed effective principles and mechanisms (regional development plans, IPDPs) which help member countries define their reform and modernization priorities;
- that country priorities, as defined at the regional level, include areas of improvement such as “a secure physical network”, “secure tracking of movements of mail” (Africa), “creation of the conditions to maximize the use of new technologies so as to enhance performance and meet customers’ changing needs” (Latin America and the Caribbean), and the development of cost accounting systems, cost studies, kiosks or telecentres (Asia Pacific),

Affirms

- that effective partnerships between Union member countries and third parties can facilitate dissemination of a wide range of postal technologies, and help Posts meet the challenges of liberalizing markets and the changing needs of customers;
- that effective partnerships between postal operators and their clients (the postal users) can help to secure the future of the wider postal sector;
- that the Union, following in the footsteps of other organizations of the U.N. system, benefits from a gradual and controlled involvement of the wider postal sector in the Union’s development cooperation activities,

Instructs

the Postal Operations Council and the Council of Administration, when implementing the Union cooperation policy:

- to encourage their members, and in particular those from the least developed countries, to avail themselves of cost-effective, affordable technologies that preserve the postal network, facilitate the secure collection of revenues, and enhance the value of postal services;
- to seek as needed the advice and expertise of the members of the Consultative Committee and member countries in the formulation and evaluation of development cooperation projects for the ultimate benefit of Posts and users/customers;
- to examine, in liaison with the Consultative Committee, the possibilities of launching public/private partnerships in the context of the Union, with a view to allowing the development of projects which are designed to help universal service providers be more efficient, in accordance with CA decisions and the rules applicable to cooperation development.

(Proposal 88, Committee 8, 3rd meeting)

Resolution C 31/2012

Development of e-commerce

Congress,

Taking note

of the activities during the period 2009–2012 aimed at the development of e-commerce in the developing and least developed countries,

Considering

the significant increase in e-commerce transactions as part of retail sales,

Also considering

the relatively low overall percentage of e-commerce transactions as a share of all retail sales,

Convinced

of the growth opportunities for postal operators in business generated through e-commerce,

Recognizing

that growth and growth opportunities are applicable worldwide,

Also recognizing

that a fully integrated end-to-end postal supply chain will facilitate e-commerce growth through an efficient and secure processing and delivery network,

Noting

that cross-border e-commerce growth is hindered partly by inconsistencies in pricing and quality of service,

Instructs

the Postal Operations Council to incorporate into its 2013–2016 programmes a range of activities to ensure that the opportunities created by e-commerce are realized for the entire UPU membership, with the activities to include the elimination of barriers to the growth of cross-border e-commerce,

Invites

the restricted unions to lend their support to the development of e-commerce within their regions,

Urges

member countries and their designated operators to undertake activities aimed at increasing business by exploiting e-commerce opportunities,

Also invites

the Consultative Committee to participate actively in the POC's e-commerce activities

(Proposal 24, Committee 7, 2nd meeting)

Resolution C 63/2012**UPU development cooperation policy for 2013–2016**

Congress,

Having examined

the joint reports presented by the Council of Administration, the Postal Operations Council and the International Bureau on development cooperation in the Universal Postal Union,

Noting

the positive results from the implementation of the development cooperation programme during the period 2009–2012, particularly the achievements within the framework of regionalization of development cooperation and, at national level, the integrated postal reform and development plan,

Also noting

the contribution made by regional project coordinators to the implementation of cooperation policy in the field, particularly with regard to the management and coordination of projects stemming from regional development plans to help developing countries implement the objectives of the Nairobi Postal Strategy,

Aware

that, through the development of a three-dimensional global postal network (physical, electronic and financial), the UPU is called upon to play an even more active role in the service of its member countries,

Convinced

of the need to include the Union's development cooperation policy within the framework of the Doha Postal Strategy,

Stressing

the positive results obtained by the International Bureau during the 2009–2012 period through its new policy for the mobilization of resources from public, private, international, regional and national funding sources,

Decides

- i to use the regional approach, in the form of regional development plans and projects, as a key tool for implementing the Union's development cooperation policy in the field during the 2013–2016 period, within the framework of the Doha Postal Strategy;
- ii to continue efforts on behalf of developing countries, by helping them to implement postal reform, particularly by means of integrated postal reform and development plans;
- iii to help designated postal operators acquire the structures needed to provide quality universal postal service and improve their position in the domestic postal market;

- iv to continue to provide assistance to the least developed countries and countries in special situations, in the form of business plans and national multi-year integrated projects, also taking into account the priority needs of other developing countries;
- v to take account of the particular characteristics of island and landlocked countries in formulating and implementing technical assistance programmes;
- vi to continue to develop training programmes, particularly distance training, focusing in particular on areas involving the transfer of know-how and the exchange of good practices;
- vii to maintain the UPU presence in the field in the current form, using a standardized, common methodology, and adapting it to the needs involved in implementing the regional approach and to the financial options for development cooperation;
- viii to improve the effectiveness and impact of the UPU's efforts in the field, by implementing tailored mechanisms for monitoring and for evaluation of cooperation activities, and by fostering the exchange of best practices;
- ix to support the efforts of countries and the International Bureau to obtain funding for the postal sector from financing institutions to enable them to carry out investment projects and projects to modernize postal services;
- x to strengthen partnerships with training institutions and UN agencies in the field of development cooperation, examining the possibility of UPU participation in the United Nations Evaluation Group;
- xi to strengthen the emergency assistance procedure through the UPU Emergency and Solidarity Fund (ESF) adopted by the 2010 CA,

Invites

- countries receiving assistance to mobilize their human, financial and material resources in order to take ownership of the projects of which they are beneficiaries and, in a spirit of good governance, to make the best possible use of the assistance provided them;
- the restricted unions to support the joint implementation of regional development plans and provide the necessary resources for this purpose;
- the industrialized countries and other donors to provide assistance and support with the implementation of regional development plans by supplying expertise and financial resources;
- all Union member countries to contribute to the Special Fund, in order to provide funding for technical assistance activities, particularly in the area of training,

Instructs

the Council of Administration and the Postal Operations Council to take appropriate measures to ensure the implementation of Union development cooperation policy and the optimal use of funds allocated to beneficiary countries, and, in particular:

- to set the total budgetary credit earmarked for development cooperation in the Programmes and Budgets for 2013–2016 at a level at least matching that set for the 2009–2012 period;
- to draw up the development cooperation programme for 2013–2016 on the basis of the Doha Postal Strategy, the priorities and concrete indicators resulting from the regional prioritization process put in place in cooperation with the restricted unions, and the content of this resolution,

Also instructs

the International Bureau to:

- initiate the process and obtain the necessary resources to ensure a Union presence in the field during the period 2013–2016, according to the needs of the regional approach and the resources available for development cooperation;
- ensure better coordination with the QSF Board of Trustees to exploit synergies between QSF projects and other development cooperation projects, to help countries receiving development assistance take advantage of UPU funding possibilities in the area of development assistance;
- continue and expand the resource mobilization activities launched during the 2009–2012 period, so as to obtain support for the development cooperation policy from international, regional and national financial backers,

Further instructs

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the transversal role of development cooperation with the aim of strengthening the exchange of information and cooperation between the various Union bodies in their work on behalf of Union member countries, particularly developing countries.

(Proposal 39, Committee 8, 1st meeting)

6 External relations

6.1 Restricted Unions

Resolution C 38/1974

Relations between the UPU and the Restricted Unions

Congress,

In view of article 8 of the Constitution, which authorizes the establishment of Restricted Unions within the framework of the Universal Postal Union,

Aware of the important contribution which the Restricted Unions make to the development of the postal services and the desire which they have to ease the work of the UPU in their region and to ensure its success,

Wishing for ever fuller and more fruitful cooperation to develop between the UPU and the Restricted Unions, while observing the spirit and the letter of article 1 of the Constitution of the Universal Postal Union,

Notes

the measures and decisions taken by the Executive Council with a view to developing and extending relations between the UPU and the Restricted Unions (resolution CE 5/1972 and decision CE 17/1972),

Asks the Restricted Unions and instructs the Executive Council, the Consultative Council for Postal Studies and the International Bureau

to take, within the framework of their competence, any measures which seem desirable to them for achieving this aim and which are compatible with the Acts of the Union and the decisions of the Executive Council, and

Wishes

more particularly that steps be taken to clarify and strengthen the role of the Restricted Unions in the field of technical assistance, in the light especially of the procedures established by the United Nations Development Programme.

(Documents of the 1974 Lausanne Congress – volume II: pages 989, 1242)

Resolution C 14/2012

Restricted unions – Further strengthening of cooperation between the UPU and restricted unions

Congress,

Recalling article 8 of the Constitution, which allows member countries or their designated operators to establish restricted unions and make special agreements concerning the international postal service, provided always that they do not introduce provisions less favourable to the public than those provided for by the Acts to which the member countries concerned are parties,

Recognizing

the important role played by restricted unions in coordinating and facilitating the functioning of postal services at regional level,

Also recognizing

the important role played by restricted unions in organizing round table meetings before Congress to discuss and provide input on key subjects like the UPU strategy, terminal dues, etc.,

Appreciating

that the restricted unions have been supporting the joint implementation of regional development plans and providing the necessary resources for this,

Considering

the active contribution that the restricted unions have made and continue to make in the advancement of activities of the UPU,

Also recalling

that a number of Congress resolutions have recognized the contribution of restricted unions and called on them to participate in fields such as development cooperation, customer relations, markets and market development, sustainable development, UPU postal strategy development, quality of service, etc.,

Convinced

that improving synergies and strengthening cooperation between restricted unions and the Union would be beneficial to the international postal service,

Conscious

of the need for coordination and exchange of information between restricted unions, considering the differences in perspectives, levels of development, priorities, and technical and administrative capacities in the different regions,

Cognizant

of the limited budget resources of the UPU, which require that any financial needs involved be covered by the restricted unions and not by the UPU,

Invites

the restricted unions to:

- strengthen the interaction among themselves to promote the sharing of best practices (particularly in the areas of the sustainable provision of a quality universal postal service, appropriate and sound systems for organizing markets, quality of service, and postal regulations for each region), and to share information with all UPU member countries, under the guidance or control of the CA and the POC;
- endeavour to establish regional goals and perspectives to further develop and promote the postal sector;
- continue contributing to the development of the UPU strategy through participation in the strategy round tables;
- actively participate in the activities of the UPU in cooperation with the International Bureau, thus contributing to the attainment of the UPU mission and objectives;
- continue ensuring the implementation of regional development plans as a key element of postal sector improvement at a regional level,

Instructs

the International Bureau to coordinate with the restricted unions to organize regular restricted union meetings during the sessions of the two councils and to submit reports of these meetings to the CA.

(Proposal 04, Committee 3, 3rd meeting)

6.2 United Nations (UN)

Decision C 1/1947

Agreement between the UN and the UPU. Interpretation¹

The minutes of the discussions with the Negotiations Committee of the United Nations are official and are the authentic text for future interpretations.

(French Documents of the 1947 Paris Congress – volume II: pages 437, 1108)

Decision C 2/1947

Agreement between the UN and the UPU. Article IV – Recommendations of the UN¹

The United Nations specified that in all cases UPU members to which recommendations were sent would always be free to accept them or refuse them, since they were only recommendations.

The Universal Postal Union, its Bureau or any directing body of the Union do not have to intervene in any problem of sanctions.

(French Documents of the 1947 Paris Congress – volume II: pages 432, 454, 1108)

Decision C 3/1947

Agreement between the UN and the UPU. Article XVI – Revision¹

The expression “revision” may be considered as including the possibility of abrogation since it is possible to revise an agreement to such an extent that nothing or very little of it remains.

(French Documents of the 1947 Paris Congress – volume II: pages 440, 441, 1108)

Resolution C 2/1952

United Nations postal administration^{2 3}

The XIIIth Congress of the Universal Postal Union,

Having noted

the letter and memorandum of the Secretary-General of the United Nations concerning the United Nations postal administration,

- i Recognizes, as regards postal matters, the establishment of a United Nations postal administration, in conformity with the provisions of the resolution of the General Assembly of the United Nations of 16 November 1950 (p 454, vol V) and the agreement concluded between the postal administration of the United Nations and the United States of America;

¹ Const, art 9.

² Const, art 9.

³ See resolutions CEL 1/1951 and CE 8/1968.

- ii Notes with satisfaction that the Secretary-General is prepared to make a declaration undertaking to respect the provisions of the Convention of the Universal Postal Union as well as the Regulations applicable to the postal operations of the United Nations;
- iii Notes that the postal administration of the United Nations is an administrative unit of the United Nations Secretariat, placed under the authority of the Secretary-General, and, consequently, bears in mind that the United Nations, as regards postal and all other matters shall be represented at the Congresses and Conferences of the Union in accordance with the provisions of article II of the Agreement concerning relations between the United Nations and the Universal Postal Union;
- iv Expresses its general agreement with the suggestion of the Administrative Committee on Coordination that the United Nations should act on behalf of the specialized agencies in respect of all subsequent postal activity;
- v Recommends to the member countries of the Universal Postal Union that all subsequent postal activity envisaged by the United Nations or by a specialized agency be subject to consultation with the UPU through the intermediary of Congress or of the Executive and Liaison Committee¹ and that after such consultation no agreement be concluded without a favourable recommendation by the United Nations General Assembly.

(French Documents of the 1952 Brussels Congress – volume II: pages 96 to 103, 142, 379, 1351)

Resolution C 26/1969

Application of the Declaration on the Granting of Independence to Colonial Countries and Peoples – Implementation of resolutions 2311 (XXII), 2426 and 2465 (XXIII) of the UN General Assembly and 1450 (XLVII) of the UN Economic and Social Council²

Congress,

In view of
article IV of the Agreement between the United Nations and the Universal Postal Union,

Recalling

- United Nations General Assembly resolution 1514 (XV) of 14 December 1960; and
- resolutions 2311 (XXII), 2426 and 2465 (XXIII) submitted to the Executive Council in 1968 and 1969,

Having examined

- a Congress – Doc 2/Add 1;
- b Economic and Social Council resolution 1450 (XLVII) of 13 August 1969, and in particular its operative paragraphs 3 to 7,

Instructs the Director-General of the International Bureau

- i to collaborate fully with the United Nations High Commissioner for Refugees (UNHCR), especially:
 - by giving opinions and possibly approaching member countries of the Union to ensure that they furnish, if possible, postal technical aid to the representatives of the High Commissioner;
 - by promoting the participation in the vocational training courses sponsored by the UPU of refugees holding fellowships made available by the UNDP or other organizations;

¹ Present name: Council of Administration.

² See resolutions CE 2/1970, 20/1971, 1/1972, 1/1973 and decision CE 5/1971.

- ii to consider with the United Nations Secretary-General other measures which could be taken by the headquarters of the Union under the Acts of the Universal Postal Union to secure implementation of General Assembly resolutions 2311 (XXII), 2426 and 2465 (XXIII), or other similar resolutions;
- iii to report to the Executive Council on the measures he has been able to take with regard to subparagraphs i and ii, above,

Invites the member countries of the Union

- a to respond whenever possible to the appeals contained in the above-mentioned General Assembly resolutions;
- b to assist the Director-General, at his request, in supplying the aid mentioned in subparagraph i of the present resolution,

Further charges the Director-General of the International Bureau

to communicate the text of the present resolution to the United Nations Secretary-General, the Directors and Secretaries-General of the specialized agencies and the International Atomic Energy Agency, the United Nations High Commissioner for Refugees and the members of the Universal Postal Union.

(Documents of the 1969 Tokyo Congress – volume II: page 987)

Decision C 56/1994

Relations with the United Nations and other international organizations

Congress

Notes

the Director-General's report on relations with the United Nations and other international organizations,

Invites

the Director-General of the International Bureau to:

- maintain and intensify relations with the United Nations and other international organizations;
- continue to follow the development of the questions outlined in his report;
- take whatever action he deems necessary in the interests of the Union and its members, subject to any instructions from the Council of Administration;
- to report to the Council of Administration every year to an appropriate extent.

(Congrès–Doc 24, 10th plenary meeting)

Decision C 57/1994**Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples**

Congress

Notes

- the Director-General's report on implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples;
- the efforts made by the UPU to aid refugees and non-self-governing territories as well as the newly independent countries and the least developed countries (LDCs);

Decides

to step up efforts to the extent of its possibilities and available resources to increase assistance to these countries, adapting its activities to changes in the situation in the regions concerned and as part of a coordinated action plan.

(Congrès—Doc 25, 10th plenary meeting)

Decision C 88/1999**Relations with the United Nations and other international organizations**

Congress,

Takes note

of the Director-General's report on relations with the United Nations and other international organizations,

Invites

The Director-General of the International Bureau to:

- maintain and strengthen cooperation with the UN, the specialized agencies and other international organizations, especially in the areas of particular concern to the UPU, namely information, communication, transport and international commerce;
- continue to follow the development of the outcome of major international conferences, held under UN auspices, on the issues of economic and social development and in other sectors likely to engage the attention of the UPU;
- take the initiatives and measures he deems advisable or necessary to increase UPU participation in the work of the various UN bodies and in those of other international organizations;
- report to the Council of Administration every year in an appropriate form;
- inform the next Universal Postal Congress, by means of a report, of all such relations during the period 1999 to 2004.

(Congrès—Doc 26, 6th plenary meeting)

Resolution C 15/2012

Application to the United Nations General Assembly in order to seek advisory opinions from the International Court of Justice

Congress,

Aware

of the procedure available to the specialized agencies of the United Nations in order to seek advisory opinions of the International Court of Justice (ICJ) on legal questions arising within the scope of their activities,

Recognizing

the important role of the ICJ in contributing to the elucidation and development of international law, thereby strengthening peaceful relations between states,

Convinced

that the legal reasoning embodied in ICJ advisory opinions reflects the Court's authoritative views on important issues of international law,

Acknowledging

that ICJ advisory opinions carry great legal weight and moral authority,

Confirming

the advantages for the UPU in having the ability to avail itself of this procedure afforded to specialized agencies,

Decides

to apply to the General Assembly of the United Nations for the authority to request advisory opinions from the ICJ,

Instructs

the Director General of the International Bureau to apply to the General Assembly of the United Nations for the necessary authorization to request advisory opinions from the ICJ,

Charges

the Council of Administration with the authority to decide when an advisory opinion should thereafter be sought from the ICJ.

(Proposal 05, Committee 3, 3rd meeting)

6.3 Specialized agencies

Decision C 2/1957

Perishable biological substances. Cooperation with WHO

(For the text, see page 121)

Resolution C 51/2012

Cooperation with the civil aviation sector

Congress,

Noting

that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting

that the UPU needs to understand and ensure compliance with the rules governing the civil aviation sector, as they provide the context for the transport of mail,

Recognizing

that the UPU needs to ensure that the rules governing the civil aviation sector meet the needs of the postal sector,

Also recognizing

that the International Civil Aviation Organization (ICAO), a United Nations specialized agency, is the natural partner for the UPU in civil aviation matters related to mail,

Aware

that the UPU signed a memorandum of understanding with ICAO in August 2009, laying foundations for a strategic and solid partnership between the two organizations,

Also aware

that the existing collaboration in the fields of statistical analysis, safety and security has proved very effective and augurs well for further developments,

Considering

that an increasing number of critical issues related to transportation safety and security have arisen and need thorough analysis and solutions that require a more formal and stable structure for cooperation,

Also considering

that the coherence of the regulations, standards, recommendations and guidance promulgated by the two organizations is in the best interest of their members,

Convinced

that increased collaboration with the civil aviation sector will yield beneficial results for both organizations, thus bringing about a safer and more secure and efficient airmail sector,

Instructs

the Postal Operations Council to take measures to increase collaboration with the civil aviation sector, to find common opportunities for improvement, and to undertake new initiatives, notably by establishing an ICAO–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

Also instructs

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned to the Postal Operations Council.

(Proposal 35, Committee 7, 4th meeting)

6.4 Other organizations

Formal opinion C 40/1984

Customs treatment of postal items: International Convention on the Simplification and Harmonization of Customs Procedures (Kyoto Convention)

(For the text, see page 166)

Resolution C 35/2008

Relations with the publishing sector

Congress,

Noting

the activities undertaken during the period 2005–2008 aimed at improving relations between the Union and the publishing sector,

Considering

the changes in the publishing mail markets in the last few years and the importance of good relations between Posts and their customers in the publishing sector,

Further considering

- that publishing mail represents an opportunity for achieving regular, periodic mail volumes;
- that the Union constitutes an appropriate forum for collecting and providing knowledge on the publishing mail market,

Acknowledging

the economic benefits to member countries, their designated operators and other industry stakeholders in fostering the growth of publishing mail for the dissemination of news, information and literature,

Convinced

of the value of strengthening relations with these stakeholders for mutual benefit,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

- provide an adequate framework for the continued improvement of relations between Posts and their customers in the publishing sector;
- continue to ensure interaction and coordination with partners in the publishing industry through the dissemination of best practices;
- encourage the development of publishing mail markets as a source of revenue for designated operators;
- develop related activities on the basis of extrabudgetary funds,

Further charges

the International Bureau to assist in managing and implementing the activities covered by this resolution.

(Proposal 34, Committee 7, 2nd meeting)

Resolution C 40/2008

International law in the field of trade in services. WTO–UPU relations

Congress,

Conscious
of the influence that developments in the World Trade Organization will continue to have on postal policy making within the Union and at the national level,

Aware
of the fact that certain rules in the field of trade in services within the WTO may already apply to postal services in so far as such services are not provided in the exercise of governmental authority as laid down in article I.3 of the General Agreement on Trade in Services (GATS),

Noting
that services negotiations under the Doha Development Agenda have incorporated discussions on new rules that could relate to postal services, and that the outcome of such discussions may be reflected in the final text of the agreement,

Acknowledging
that cooperation between the Union and the WTO is necessary to ensure coherence between their activities, and that, to this end, the Union became an ad hoc observer of the WTO Council for Trade in Services (CTS) in April 2006,

Convinced

- of the need for the Union to inform its member countries of the implications of World Trade Organization agreements on the postal sector, both at national and international levels;
- of the benefit of harmonizing the interests of the postal sector with applicable rules of other international organizations,

Instructs

the Council of Administration, in conjunction with the International Bureau, and in the context of the Union's ad hoc observer status in the CTS, to:

- monitor developments in the WTO service negotiations under the Doha Round relating to postal services and keep Union members informed of developments in this field;
- provide information, as appropriate, to Union members concerning compatibility between the rules of the Union and those of the World Trade Organization.

(Proposal 47.Rev 1, Committee 3, 5th meeting)

Recommendation C 55/2008

Developing closer relations with international, regional and national organizations for practical cooperation projects in postal sector development in the field of information and communication technology (ICT)

Congress,

Endorsing
the work done by the POC Electronic Products and Services Group in studying and analyzing in detail the benefits of expanding the offer of postal products through the use of new technologies and preparing a report to Congress on future activities to be considered,

Noting

the progress made by the Telematics Cooperative's Advanced Electronic Services User Group in developing new technology tools, including a sector standard for secure Internet communication and an electronic infrastructure for authenticated postal services, to help modernize designated operators,

Welcoming

the efforts made by various international, regional and national organizations in endeavours such as eProcurement, eHealth and eParticipation, which stress the importance of adopting new technologies for improving postal sector efficiency and effectiveness,

Taking into account

that if greater cooperation is developed, the implementation of specific programmes by various international, regional and national organizations in the area of new technologies could benefit member countries and their designated operators, and have a greater effect on a broader scale for all postal exchanges (letters, parcels, financial services, digital postal service) among member countries,

Recognizing

the limited financial and human resources available to the Union for undertaking specialist digital postal projects,

Also recognizing

the substantial human and financial resources available in various international, regional and national organizations for developing and modernizing postal markets,

Recommends

that the bodies of the Union, with assistance from the International Bureau:

- study ways to improve cooperation with various international, regional and national organizations, including the possible creation of a permanent liaison between them and the Union;
- engage in practical discussions with various international, regional and national organizations on cooperative activities for market development in E-services areas seen as a priority by member countries.

(Proposal 90, Committee 7, 5th meeting)

Resolution C 50/2012**Cooperation with the airline industry**

Congress,

Recalling

that the cooperation between the UPU and IATA, which has existed for more than half a century, is in the best interests of both organizations,

Aware

that the UPU signed a new memorandum of understanding with IATA in March 2007, laying foundations for a strategic and solid partnership between the two organizations,

Noting

that a comprehensive Airmail Work Plan has been designed by the IATA–UPU Contact Committee in the light of the above MoU,

Also noting

that studies are being carried out by the IATA–UPU Contact Committee to realize the objectives set out in the Airmail Work Plan,

Considering
that efforts to speed up and simplify the transmission and handling of airmail should be continued,

Realizing
that airlines and postal operators should focus more on standardization and on an increased use of electronic data interchange (EDI) to improve the quality of service and security of international mail,

Recognizing
that the rapid and reliable movement of mail and the consistent and accurate reporting of mail movement status are in the common interest of both designated operators and airlines,

Certain
that the important work being undertaken by the IATA–UPU Contact Committee will yield beneficial results for both organizations, thus bringing about qualitative changes in the airmail sector,

Instructs

the Postal Operations Council to take measures to continue collaboration with the airline industry, to find common opportunities for improvement, and to undertake new initiatives, notably by reconstituting the IATA–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

Also instructs

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned above to the Postal Operations Council.

(Proposal 34, Committee 7, 4th meeting)

Resolution C 78/2012

Participation of the European Union in the work of the Universal Postal Union

Congress,

Bearing in mind
its role and authority as supreme body of the Universal Postal Union (UPU), a United Nations specialized agency, and the importance of its effectiveness and efficiency in fulfilling its functions under the Acts of the UPU, particularly the Constitution and the Convention,

Mindful
of the importance of cooperation between the UPU and regional organizations and the advantages that this type of cooperation represents for the UPU and its member countries,

Recalling
that, in accordance with the Lisbon Treaty, the European Union has replaced the European Community, which has had long-standing relations with the UPU and has participated in its work as de facto observer to the UPU Congress and at meetings of other UPU bodies,

Considering
the modalities for the participation of observer states and other organizations in the work of the UPU, as set out in the rules of procedure of its various bodies,

Decides

to agree that the European Union may participate as de jure observer at all the meetings of UPU bodies, starting with the 25th Congress.

(Proposal 74, 2nd plenary meeting)

6.5 Public information

Recommendation C 13/1957

International Letter-writing Week¹

The XIVth Congress of the Universal Postal Union urges all member countries of the Union to consider the possibility of making the week in which 9 October falls International Letter-writing week. It expressed the formal opinion that the United Nations and specialized agencies, whose aims and objects coincide with those to be achieved by the said International Week, should assist effectively in introducing it.

(French Documents of the 1957 Ottawa Congress – volume II: pages 66, 309)

Recommendation C 5/1964

International Letter-writing Week²

In view of the importance of International Letter-writing Week and of the success it meets with, it is suggested that all member countries of the Union should choose the same day as the first day of the week in question, namely, the Sunday beginning the week in which 9 October falls.

(French Documents of the 1964 Vienna Congress – volume II: pages 703, 1074, 1340)

Resolution C 11/1969

General policy on public information³

Congress,

In view of
the important part played by postal services in cultural, economic and social development,
Bearing in mind

- a the coordination to be instituted among the specialized agencies of the United Nations family;
- b the contribution which the postal administrations of member countries will be able to make towards the attainment of the objectives in view by offering the services of their own publicity media, whereby the cost of the information activities will be reduced,

¹ See recommendation C 5/1964; resolution C 11/1969; resolution C 32/1984.

² See recommendation C 13/1957; resolution C 11/1969; resolution C 32/1984.

³ See decision CE 28/1971; recommendations C 13/1957 and C 5/1964, resolution C 101/1979.

Decides

that the Universal Postal Union's public information programme will be aimed at making known, internationally and nationally, through measures carried out in concert with postal administrations:

- a the importance of postal services for the cultural, economic and social development of peoples;
- b the action undertaken with regard to the organization, mechanization and automation of services and the resulting benefits to users;
- c the work and achievements of the UPU and its contribution towards international technical cooperation,

Recommends

UPU member countries:

- a to take advantage of every opportunity, in particular "International Letter-writing Week", to make postal users better acquainted with the Union's aims and with the results already achieved;
- b to observe 9 October each year as "UPU Day"¹;
- c to contribute to the implementation of the information programme by putting the services of their publicity media at the Union's disposal;
- d to place more emphasis on publicizing the international postal service at the national level,

Instructs

the Executive Council to ensure that the resources to be devoted annually, within the ceiling imposed by Congress, to UPU public information activities are determined in the light of:

- a the essentially operational character of the Union's activities, most of which are undertaken by the member countries;
- b the manifest publicity value of efficient international postal services;
- c the primary need to publicize the international postal services at the national level,

and to ensure that any such resources are expended in the most efficient and economical manner.

(Documents of the 1969 Tokyo Congress – volume II: pages 1111, 1368)

Formal opinion C 67/1969**Letter-writing competition for young people²**

Giving children the habit of writing is considered very useful in that it develops the delicacy of their thought, improves their style and incidentally contributes to the use of the postal services. To that end, the Japanese administration holds a letter-writing competition for young people every year and thus obtains the desired results. As the UPU already organizes International Letter-writing Week, it is desirable that it should also lay on periodically an international letter-writing competition. In that way the UPU, whose mission is to promote cooperation between the various countries in the cultural, social and economic fields, could contribute further to the strengthening of international links.

As regards the concrete arrangements, we think such a competition could be organized as follows:

- i only young people of not more than fifteen would be eligible;

¹ "UPU Day" has been renamed "World Post Day" (resolution C 32/1984).

² See formal opinion C 88/1974, resolution CE 7/1971, decisions CE 36/1977, CE 16/1981 and CE 19/1984.

- ii the letters (of approximately 1000 words) would be written in their mother tongue;
- iii each administration would select what it considered the best letter of all those it received and, after it had been translated into French, would send it to the International Bureau of the UPU;
- iv the Bureau, in cooperation with a competent body, would study the letters submitted to it and choose ten for publication in "Union Postale". Also, sumptuous albums containing stamps of participating countries would be offered for all letters submitted to the International Bureau for consideration and presented at ceremonies in each country on 9 October, the anniversary of the foundation of the UPU.

The Executive Council is charged with studying the practical application of this formal opinion.

(Documents of the 1969 Tokyo Congress – volume II: page 1136)

Formal opinion C 88/1974

Letter-writing competition for young people¹

Congress

Expresses the formal opinion

that all postal administrations should take part in the letter-writing competitions for young people, instituted as a result of formal opinion C 67 of the 1969 Tokyo Congress, in order to inculcate the letter-writing habit in children so as to develop the delicacy of their thought and improve their style, as well as contributing thereby to the use of the postal services.

(Documents of the 1974 Lausanne Congress – volume II: page 969)

Resolution C 101/1979

General policy on public information²

Congress,

Considering

- a the key role that information can play in enabling governments clearly to perceive the importance of the Post;
- b the urgent need for postal administrations to maintain an open and systematic policy on information in their relations with the public for the sake of the future welfare of the Post,

Considering further

- a that the general policy on public information decided on by the Tokyo Congress in resolution C 11 is still valid;
- b that the range of the International Bureau's activities in this area meets the present and foreseeable needs of the Union,

¹ See formal opinion C 67/1969, resolution CE 7/1971, decisions CE 36/1977, CE 16/1981 and CE 19/1984.

² See resolutions C 11/1969 and C 32/1984.

Confirms

resolution C 11 of the Tokyo Congress,

Instructs

the International Bureau, subject to Executive Council approval, to intensify its present information activities in accordance with the aforesaid resolution C 11 and within the annual ceilings imposed by Congress,

Invites

the CCPS to include public information policy among the various aspects of the future development of the Post which it has been instructed to deal with and to report periodically to the administrations of the Union.

(Documents of the 1979 Rio de Janeiro Congress – volume II: pages 973 to 980, 1246 to 1248)

Resolution C 32/1984**World Post Day¹**

Congress,

In view of

the role played by information in the effort to convince governments and the public of the importance of the Post,

Taking into account

- a resolution C 11 of the 1969 Tokyo Congress recommending that 9 October (the anniversary of the founding of the Union) each year be observed as UPU Day;
- b the contribution which the postal administrations of member countries should make to the implementation of the Union's information activities by making their own information media available to it,

Considering

- a that the title "UPU Day" might not have the desired impact on the authorities and the public, to whom the information campaign on behalf of the Post is directed;
- b that a title for this Day containing the word "Post" would be more likely to increase awareness,

Decides

- a to change the title "UPU Day" to "World Post Day";
- b to observe 9 October each year as "World Post Day",

Requests

the member countries of the Union to celebrate this Day and to take advantage of it (and of International Letter-Writing Week in which 9 October falls) to familiarize the authorities and the public with the Universal Postal Union's aims and work, with the Post's vital role in the social, cultural and economic development of countries and with the various services made available to the public, by postal administrations,

¹ See recommendations C 13/1957 and C 5/1964, resolutions C 11/1969, C 101/1979, and CE 7/1971.

Instructs

the Executive Council to choose the theme of World Post Day each year, on the proposal of the Director-General of the International Bureau,

Instructs

the International Bureau of the UPU:

- a to communicate the theme chosen by the Executive Council to the postal administrations of member countries;
- b to take the necessary action with a view to organizing this Day at world level, highlighting in particular the role of the UPU;
- c to coordinate the activities to be conducted by postal administrations in celebrating the Day in question.

(Documents of the 1984 Hamburg Congress – volume II: pages 158, 159, 178, 601)

Resolution C 35/2004**Posts and the Information Society**

Congress,

Recalling

the first phase of the World Summit on the Information Society recently held in Geneva under United Nations auspices from 10 to 12 December 2003, during which reference was made to the immense digital divide that excludes the majority of the world's inhabitants from information that is otherwise accessible through new communication and information technology,

Bearing in mind

the strategic role played by the UPU, as a United Nations specialized agency, in the preparation and conduct of the Summit's first phase,

Aware

that the Geneva Summit is only the beginning of a process of monitoring international commitments aimed at building a fairer information society,

Considering

- the important role that Posts have always played in facilitating access to information through constantly evolving technological services;
- objective 4 of the Bucharest World Postal Strategy (Postal reform and sustainable development), which acknowledges the importance of actions aimed at reducing the digital divide in the postal sector and increasing the number of countries that have transformed and modernized their postal structures,

Noting

with satisfaction, the adoption by heads of participating states and governments of a Declaration of Principles and Plan of Action in which the importance of the postal sector is repeatedly acknowledged as being a stakeholder in the current and future information society,

Also noting

the impact of new communication and information technology on the Post's activities and the progress made by postal administrations on making this new technology available to customers through innovative services that respond to their needs,

Confirming

- the scope of the world postal network and its ability to provide all inhabitants, particularly those in remote areas, with access to new technology and the necessary resources that can help reduce poverty and improve their standard of living;
- the ability of postal services to ensure confidentiality and data security in a physical or virtual environment;
- the close links between the postal sector and telecommunications industry,

Invites

all UPU member countries to:

- promote cooperation between Posts and with external partners to enable developing countries to equip themselves with the necessary infrastructure, technology and know-how and thus contribute to reducing the current digital divide;
- include and implement the objectives of the WSIS Declaration of Principles and Plan of Action, as adopted by their governments, in their national strategies,

Instructs

the permanent bodies of the Union to:

- intensify their efforts between now and the second phase of the WSIS, which will take place in Tunis (Tunisia) from 16 to 18 November 2005, to highlight the important role of the Post in the Information Society;
- take an active part in preparing the second phase of the WSIS by attending the preparatory meetings;
- monitor how Posts develop as regards their use of new information and communication technology and disseminate the results;
- use new technology to facilitate the development of products that will enhance the range of services offered to customers;
- coordinate the participation of Posts in the second phase of the WSIS, in order to enable them to benefit from maximum visibility and increase the sector's credibility as a key player in the Information Society.

(Proposal 018, 6th plenary meeting)

Resolution C 36/2004**External communications activities**

Congress,

Reaffirming

- the need for the UPU to share useful information with the Posts of member countries, external industry partners, the public and the media;
- the desire to promote a positive image of the UPU, the Posts of member countries and the postal industry at large,

Taking into account

- the rapidly changing postal environment, fuelled by globalization, the liberalization of the communications market, increased competition and the appearance of new communication and information technologies;
- the evolution toward an information society, bringing with it a need for immediate information and knowledge sharing through the use of new communication tools such as the Internet;
- the increased interest in the postal industry by the broader public and the media,

Recognizing

the importance of effective communications in helping to achieve objective 5 of the Bucharest World Postal Strategy, which calls for increased interaction and cooperation with the stakeholders in the postal sector,

Noting with satisfaction

the efforts undertaken by the UPU to enhance its image and to reach out to its stakeholders, notably through:

- expanding relations with the media/press, and allowing journalists to attend more UPU events, meetings and conferences, including Congress;
- strengthening relations with the communications specialists of UPU member Posts; private industry stakeholders, the United Nations and other international organizations;
- increased participation in external fora of interest to the postal sector;
- improving existing communications tools such as the UPU quarterly magazine “*Union Postale*”, the UPU corporate brochure, as well as the creation of new communication tools such as the UPU Internet website;
- introducing new initiatives to fuel interest in World Post Day and the UPU International Letter-writing Competition,

Urges

Governments, postal operators, and Restricted Unions to ensure that public information and communications strategies are in place, supported by qualified communications specialists and communications tools that will enable them to share information and project a positive image of the postal service,

Instructs

the Council of Administration, the Postal Operations Council and the International Bureau to:

- enable the UPU, through an effective communication strategy, to make the best use of modern communication tools in sharing information about the postal sector;
- further strengthen relations with other communications experts from UPU stakeholder groups (governments, postal operators, external stakeholders, United Nations and other international organizations);
- further strengthen relations with the media/press;
- continue to use events and opportunities such as World Post Day, the UPU International Letter-writing Competition, conferences and exhibitions, as well as communication tools such as the media, UPU publications and the UPU website, to promote a positive image of the UPU and the postal industry at large.

(Proposal 019, 6th plenary meeting)

Resolution C 38/2008**The role of the postal sector in the Information Society**

Congress,

Noting

governments' commitment at the World Summit on the Information Society (WSIS) to using information and communication technologies (ICTs) to achieve internationally agreed development goals, including those contained in the Millennium Declaration,

Also noting

the commitments within the WSIS outcome documents related to the worldwide postal network:

- the commitment of WSIS stakeholders to “building ICT capacities to improve access and use of postal networks and services” (WSIS outcome paragraph 90h);
- the need to “establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access to the various communications resources, notably the Internet, that should have sufficient capacity to provide assistance to users in post offices, with special emphasis on rural and underserved areas” (WSIS outcome paragraph 10d);
- the necessity to “design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals such as postal workers” (WSIS outcome paragraph 11k);
- that “in disadvantaged areas, the establishment of ICT public access points in places such as post offices can provide effective means for ensuring universal access to the infrastructure and services of the Information Society” (WSIS outcome paragraph 23);
- that “in the context of national E-strategies, ICT connectivity should be provided and improved for all post offices by 2015” (WSIS outcome paragraphs 6d and 9c),

Aware

of the role of the postal sector and the Union as facilitators of E-business as defined in the WSIS outcome (Action Line C7),

Taking into account

that Objective 2 of the draft Nairobi Postal Strategy includes a programme aimed at increasing awareness of the role of the postal sector in the Information Society,

Recognizing

the increased cooperation activities of the Union with organizations such as the World Trade Organization (WTO), the United Nations Conference on Trade and Development (UNCTAD), the International Labour Organization (ILO), the International Organization for Migration (IOM) and the International Telecommunication Union (ITU) that have resulted from the participation of the Union at the WSIS,

Also recognizing

the status of the Union as an official member of the UN Group on the Information Society (UNGIS),

Further noting

the participation of the Union in the ITU “Connect the World” initiative, the Connect Africa Summit and other relevant UN meetings,

Taking into consideration

the role played by the postal sector in E-government facilitation in many countries and its potential role in E-health and E-learning projects and policies,

Noting

the importance of modernizing postal networks – with less than half of post offices worldwide still not connected to the Internet,

Observing

the transforming influence of ICTs on the postal sector,

Invites

all Union member countries:

- to include utilization of postal networks and services when formulating national ICT policies;
- to consider the contribution of the postal network when developing policies and strategies in the area of E-business and E-government;

- to take into account the electronic dimension of postal services when legislating the postal sector;
- to encourage cooperation between postal operators and external partners to enable developing countries to equip themselves with the necessary infrastructure, technology and know-how and thus contribute to reducing the digital divide,

Instructs

the bodies of the Union:

- to support the participation of the Union in relevant Information Society events;
- to encourage the creation of a postal modernization fund aimed at helping the Union and the postal sector fulfil the mandate bestowed upon them by the WSIS;
- to develop policies on the Union's participation in the Information Society,

Charges

the International Bureau:

- to monitor the development of ICT-related products and services by postal operators and to create a comprehensive database in that connection;
- to develop training programmes to educate postal sector workers in the use of ICTs;
- to prepare benchmarks and share best practices in the area of new technologies;
- to develop closer links with the Global Alliance for ICTs and Development and other relevant UN and development organizations as well as with donors to mobilize resources in the implementation of Information Society capacity-building projects in the postal networks;
- to advocate for the role of the postal sector in the Information Society.

(Proposal 14, 6th plenary meeting)

Resolution C 27/2012

Communication strategy

Congress,

Reaffirming

- the need for the UPU to raise awareness of its work and activities among various audiences, and to promote a positive image of the organization and of the postal sector in general and a better understanding of the socio-economic value of the postal sector, thus supporting the Doha Postal Strategy and the realization of its goals;
- the need for the UPU to have a solid communication strategy in place, making use of creative and proactive outreach activities to deliver tailored messages in a timely manner to key audiences (e.g. member countries, designated operators, external industry partners, the United Nations system, international organizations, the media and the general public),

Aware that

- member countries, postal-sector stakeholders, international organizations, the media and the general public, among others, regularly seek a wide range of information about the UPU and the global postal sector to better understand current issues, take decisions, and learn from best practices;

- the communication environment is changing rapidly, and the need for immediate sharing of information and knowledge is constantly growing;
- the advent of social media in recent years has created new communication challenges and opportunities;
- the UPU needs to constantly improve existing communication tools and channels while making use of new ones, including social media, to raise awareness of the organization's missions and activities,

Recognizing

- that the UPU has become increasingly active in many areas that require communication assistance and strategic guidance to support projects and initiatives related to, for example, sustainable development and the environment, postal security, the development of postal e-services, quality of service, parcel and letter-post product development, financial inclusion, addressing, and trade facilitation;
- that evidence-based, honest and transparent communication is essential to safeguarding the credibility and image of the organization;
- that the organization's communication activities must be supported by qualified professionals,

Noting with satisfaction

the efforts undertaken and the results achieved by the UPU International Bureau in recent years to enhance the image of the organization and the postal sector at large through effective communication and outreach activities, including:

- strengthening of relations with the media/press, as well as with the communications specialists of designated operators, private industry stakeholders, the United Nations and other international organizations;
- the launch of global communication campaigns with the support of external partners, and greater participation in events and forums of interest to the postal sector;
- the improvement of existing communication tools, such as the UPU quarterly magazine *Union Postale*, the UPU annual report and other promotional materials;
- the expansion of UPU websites as key sources of information and the increased use of social media to reach new audiences;
- the development of creative communication tools to encourage greater interest from member countries in UPU events and initiatives, such as World Post Day, the UPU International Letter-Writing Competition for Young People and other projects,

Instructs

the International Bureau to continue its efforts to raise awareness of the UPU's work and activities and support a better understanding of the postal sector's socio-economic value and benefits, with a view to generating support for projects and initiatives designed to strengthen the three dimensions of the postal network: physical, electronic and financial,

Also instructs

the Council of Administration to:

- approve the communication strategy of the International Bureau;
- ensure that the International Bureau has sufficient qualified resources to fulfil these responsibilities, using existing and new communication tools.

(Proposal 42, Committee 3, 5th meeting)

Resolution C 11/2016**Inclusion of postal trends and developments in the UPU postal statistics**

Congress,

Aware

of the United Nations' recognition of postal e-commerce in its Trade and Development plan as a potential opportunity for developing countries,

Acknowledging

that postal statistics are required to cover all the indicators related to the major postal services, including new e-services prescribed in the UPU Regulations, in line with modern technologies,

Considering

that the data indicated in the UPU postal statistics are considered a valid source for member countries and their designated operators in their studies and research,

Taking into account

the development of e-services in the postal industry as well as the need to be aware of related e-services data and statistics,

Recognizing

the effort and achievements of the Postal Operations Council Committee 2 Applied Economics and Markets Research Group in ensuring that recent developments in postal services are reflected in the UPU postal statistics,

Instructs

the Postal Operations Council, with the support of the International Bureau, to conduct a study on a possible expansion of the contents of the UPU postal statistics to include the development of postal e-services.

(Proposal 29, Committee 3, 2nd meeting)