PROGRAMME

11 - 12 October 2020
11 October 2020
19.00-22.00
World Leaders Forum Dinner
(Invitation only)
Looking to the future, learning from the past
An interview with Bishar A. Hussein, Director General of the UPU International Bureau, with Paul Needham of CEP-Research

12 October 2020

09.00 to 9.45

Keynote Speakers

Peter Somers, CEO of Emirates Post

09.45-10.45

Coffee/tea break

11.45-11.15
Stream 1

**Posts and pandemics:**
**The hard lessons of COVID-19**

How did Posts perform during the COVID-19 pandemic? This session will focus on the challenges and opportunities of this crisis, and whether Posts’ plans for business continuity were successful.

**Panel**
- **Thomas Roggendorf**, CEO & PMG of Curacao Post
- **Siva Somasundram**, Director of Policy, Regulation and Markets, UPU

Panel discussion and Q&A

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Stream 2

**Starting again:**
**Business recovery and innovation in the last mile**

What is driving market recovery? This stream aims to consider the increased growth, focus and innovation in the last mile, what is driving this growth and how the sector can ensure sustainability for the future.

**Speakers/panel**
- **Mike Richmond**, Chief Commercial Office, Doddle
- **Santosh Gopal**, CEO, Ship2myID

Panel discussion and Q&A

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12.45-14.00

**Networking lunch**
Stream 1

A platform for change: Digital and business transformation in the marketplace

What challenges and opportunities exist in the market as a result of digital platforms? This session will focus on enabling business processes through the latest digital technologies.

Speakers
- Festus Hangula, CEO Nampost
- Wayne Haubner, CTO, Escher Group

Panel
- Marjan Oswald, Post of Slovenia

Roundtable discussions followed by Q & A with the panel

Stream 2

Culture eats strategy for breakfast: CEO panel on leading cultural change

This session will look at the challenges of leading organizations, and changing the cultural mindset from a public service orientation to a focus on commercial customers.

Speakers/panel
- David McRedmond, CEO, Anpost

Roundtable discussions followed by Q & A with the panel

14.15-15.30

Coffee/tea break

15.30-16.00
Next steps for the sector

This final plenary session will draw together the themes of the day and examine the main challenges and priorities for the postal sector in the coming years.

Panel discussion and Q&A

Panel

Pascal Clivaz, UPU Deputy Director General

Followed by Networking Drinks reception sponsored by Escher Group