



UPU WORLD  
LEADERS FORUM

# PROGRAMME

*11 - 12 October 2020*





**11 October 2020**



19.00-22.00

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## **World Leaders Forum Dinner**

*(Invitation only)*



**12 October 2020**



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09.00 to 9.45

## 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

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09.45-10.45

## Keynote Speakers

**Peter Somers**, CEO of Emirates Post

**Glyn Hughes**, IATA's Global Head of Cargo

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11.45-11.15

## Coffee/tea break

11.15-12.45

## Stream 1

Audience split  
into two streams.

# 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.

Moderator **Derek Osborn**

Panel **Abdelilah Bousseta**, Director of Postal Operations, UPU  
**Thomas Roggendorf**, CEO & PMG of Curacao Post

Panel discussion and Q&A



11.15-12.45

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## Stream 2

Audience split  
into two streams.

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

ket drivers – e-tailers and the demand for e-commerce and B2B, B2C parcel delivery. 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.

Moderator **Ian Kerr**

Speakers **Mike Richmond**, Chief Commercial Office, Doodle  
**Santosh Gopal**, CEO, Ship2myID

Panel **Siva Somasundram**, Director of Policy, Regulation and Markets, UPU

Panel discussion and Q&A

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12.45-14.00

## Networking lunch

14.15-15.30

**Stream 1**

Audience split  
into two streams.

## **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.

Moderator **Jacob Johnsen**

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

Panel **Lati Matata**, Director, Postal Technology Centre, UPU

Roundtable discussions followed by Q & A with the panel





14.15-15.30

## Stream 2

Audience split  
into two streams.

# 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.

Moderator **Derek Osborn**

Speakers **David McRedmond**, CEO, Anpost

Panel **Marjan Osvald**, Senior Advisor to the Executive Management,  
Posta Slovenije, d.o.o.

Roundtable discussions followed by Q & A with the panel

15.30-16.00

## Coffee/tea break





16.00-17.00

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## 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.

Moderator **Derek Osborn**

Panel **Pascal Clivaz**, the Deputy Director General of the UPU  
**Elmar Toime**, Director, E. Toime Consulting Ltd.

Followed by Networking Drinks reception sponsored  
by Escher Group

**escher**



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