



UPU WORLD  
LEADERS FORUM

# PROGRAMME

*12 October 2020*





**12 October 2020**

*All times are indicated in Central European Summer Time (UTC+2)*



10.00 to 11.00

---

## **Looking to the future, learning from the past**

An interview with

**Mr Bishar A. Hussein**, Director General of the UPU International Bureau

11.00 to 11.30

---

## **Coffee/tea break**

Presentation during the break by

**Mr Lati Matata**, Director of the UPU's Postal Technology Centre

11.30 to 12.30

---

## Posts, the pandemic and finding a new purpose

What are the main challenges facing the postal sector today and emerging from the COVID-19 pandemic? What has been learnt and what has changed? As the world adapts to the “new normal”, there is a growing sense of purpose for Posts, but there is also a need for business resilience.

Speakers

**Ms Christine Holgate**, CEO of Australia Post

**Mr Peter Somers**, CEO of Emirates Post

Q&A and discussion with online audience

12.30 to 14.00

---

## Networking lunch



14.00 to 15.00

---

## **A platform for change: Digital transformation and leading cultural change**

The postal sector is on a journey of digital transformation that has been accelerated by COVID-19. So many aspects of business are now accessed digitally – how can Posts ensure a strong digital presence in the market, and what cultural change is needed to facilitate this?

Speakers **Ms Asta Sungailiene**, CEO of Lietuvos Paštas  
**Mr Khalil Daoud**, Chairman and CEO of LibanPost

15.00 to 15.30

---

**Coffee/tea break**



15.30 to 16.30

---

## UPU open discussion – Technology and important steps for the postal sector

Speakers **Pascal Clivaz**, the Deputy Director General of the UPU

and others comment on the day's sessions and respond to questions from the online audience.





UPU

UNIVERSAL  
POSTAL  
UNION