



Dear Caribbean colleagues:

We are pleased to share with you the latest issue of our newsletter.

HIGHLIGHTS

ORE update

World Post Day celebrations

Postal financial services project

IQRS training

UPU, CARICOM and CPU transportation project

Costing and rating workshop

End-to-end process mapping and QS certification

GMS

Disaster risk management

Upcoming events

Security

Workshops dedicated to operational readiness for e-commerce for Caribbean designated operators

Since the inception of the operational readiness for e-commerce (ORE) project, the UPU has successfully delivered five workshops for the Caribbean region. Three of these workshops took place at the Caribbean Postal Training Centre and two were conducted via virtual means. The most recent was the final closeout workshop for the project, which was attended by 43 participants, including country project managers, country project team members, Postmasters General and the Secretary General of the Caribbean Postal Union (CPU). Several IB experts from the Postal Operations Directorate (DOP) and Development and Cooperation Directorate (DCDEV) also attended.

The workshop was highly successful, with 15 of the 20 countries actively participating in the project showing significant improvement in their performance measurement. All of the main key performance indicators (KPIs) for the region were achieved. We recognize and celebrate the hard work of everyone involved at country and regional level, as well as that of the transversal teams at the IB.

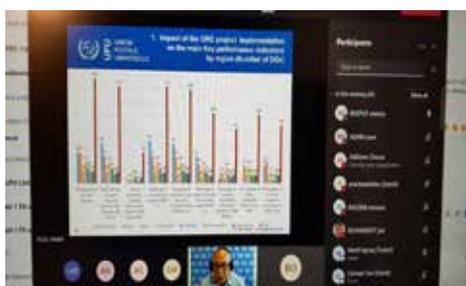
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World Post Day celebrations

Despite the pandemic, many designated operators celebrated the achievements of the postal sector in their respective countries on World Post Day.

As part of this annual event, Guyana Post Office Corporation (GPOC) held a ceremony at which the Postmaster General awarded bursaries to children of GPOC employees in recognition of their exceptional achievement in their national exams. Also, at the ceremony, the Prime Minister of Guyana made a speech about the role of the Post during the COVID-19 pandemic, following which the Postmaster General presented him with a token of appreciation.



Performance of the Caribbean region in terms of ORE: a significantly positive impact with all KPI targets met.

Postal financial services project

Guyana Post Office Corporation has successfully implemented a postal financial services project to acquire seven computers and a printer. This equipment is intended to enhance the Post's financial services capabilities, so as to provide better services to the public.



The Postmaster General (left) and IT Manager (right) of Guyana Post Office Corporation

IQRS training

The DOP, in collaboration with the DCDEV, has held several remote Integrated Quality Reporting System training sessions to enhance the capabilities of designated operators' postal technicians.

Technicians from numerous designated operators in the Caribbean participated in the training, learning how to access, read and analyse reports to help improve their performance measurement and operations as a whole.

The training covered many topics, including customs-related issues, transportation and GMS*STAR.

Disaster risk management

Given its location in the hurricane belt and on a fault line for seismic activity, the Caribbean region is very vulnerable to natural disasters. Therefore, we aim to strengthen our assessment, response and recovery times in the region, in order to increase resilience in the event of such disasters.

End-to-end process mapping and QS certification

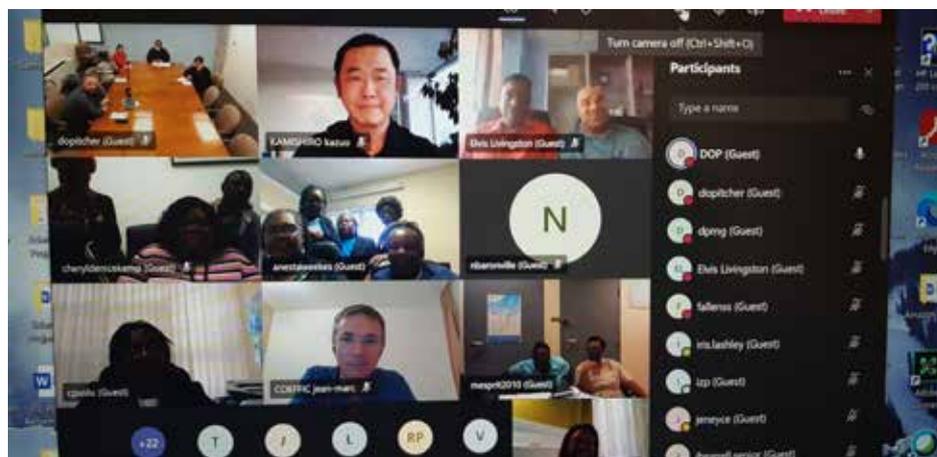
The DCDEV, in collaboration with the DOP, held a remote forum in November to help designated operators in the Caribbean to bridge the gaps identified between the ORE road map and action taken. With more than 30 participants, the event was a great success and generated significant interest from the region's operators with regard to QS certification and the improvement of end-to-end processes.

Costing and rating workshop

Following the regional round table held in Bridgetown, Barbados, in February 2020, the regional CEOs requested a costing and rating workshop to assist with the new terminal dues methodologies.

In collaboration with the Policy, Regulation and Markets Directorate, the DCDEV responded to this call and implemented a remote workshop for the region's postal technicians. Over the course of three days, 43 participants benefited from expertly delivered presentations and live demonstrations.

The participants were highly appreciative of the quality of information and delivery, and a second session has been requested so as to go into greater detail, given the importance of this subject matter.



GMS

A second forum has been conducted with Gonçalo Antão, who outlined the benefits of the Global Monitoring System and some simple starting points for smaller designated operators with concerns as to volume and cost. As a result, these operators were encouraged to make a start on this project.

UPU, CARICOM and CPU transportation project

The transportation of mail has long been an issue in the Caribbean, and has been further complicated by the grounding of regional airline LIAT for an undetermined time.

This situation has created an opportunity for Posts within the region to collaborate to ensure



Left-hand screen: participants in the final ORE workshop. Right-hand screen: the workshop presenters, moderator and coordinators.

the movement of goods and continued provision of services.

Under the UPU umbrella, a project is being developed to address the issue of mail transportation in a sustainable manner. The IB has been working closely with the Caribbean Community (CARICOM) and the CPU to employ an integrated approach to resolving this issue.

A feasibility study has been conducted and, based on the results, a business case is being developed to demonstrate the viability of an integrated approach using a multimodal method.

Five countries – Antigua and Barbuda, Barbados, Jamaica, Sint Maarten, and Trinidad and Tobago – have been identified as locations for the establishment of transportation hubs, as they are deemed well placed to provide connections within the region, to North and South America, and to the rest of the world.

It is expected that project development will be complete by December, and that implementation will take place in 2021 in collaboration with the CPU transportation think tank.

Upcoming events in 2021

- | Remote security reviews and certifications
- | Disaster risk management expert training
- | Dangerous goods training
- | Postal modernization expert training
- | CA and POC sessions
- | 27th Universal Postal Congress

Security

Security is an important aspect of our daily postal operations. Thanks to Dawn Wilkes, Pooran Parampath and the Postal Security Group, the regional capacity-building programme has been highly successful, with each designated operator having a trained security focal point.

The recent reviewers' expert workshop demonstrated that the regional team is empowered and ready to implement security measures and standards to improve postal security with its partners in the region.

The Latin America, Caribbean and Postal Reform team wishes to thank the typing pool and all IB administrative staff who have helped to make our work a success during this year.

The UPU's Latin America and Caribbean Programme wishes to express its continued commitment to the region during these difficult times. It is working closely with the Secretary General of the CPU to prepare for the coming 2021–2024 cooperation cycle and to optimize the resources available for the region.

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