

UNION POSTALE

MOVING THE POSTAL SECTOR FORWARD SINCE 1875 | WINTER 2022/SPRING 2023



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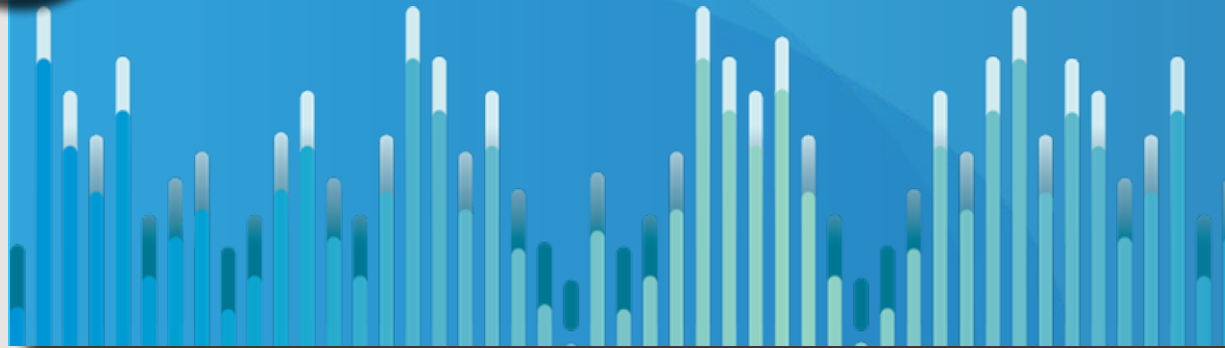
UNIVERSAL
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COVER STORY

UPU PLEDGES “POST FOR PLANET”



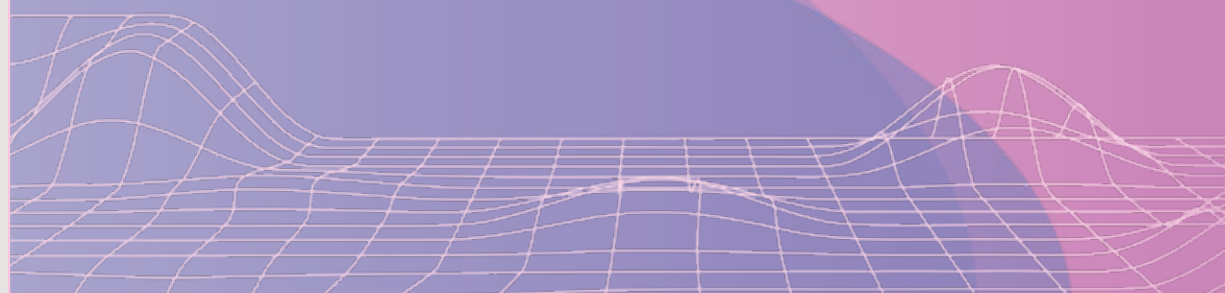
VOICE MAIL




DIGITAL UNION




POSTAL MATTERS





“Voice Mail” offers postal stories from around the world. Experienced podcast host Ian Kerr – the founder of Postal Hub Podcast – speaks to the people who deliver the mail, the decision makers that influence the sector, and those who work so hard behind the scenes to help things move from A to B.

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The UPU’s blog “Postal Matters” offers fresh insights into the international postal sector, as well as its technological advances and latest innovations. Postal operators and other postal sector players are welcome to send us their contributions containing reflections, views and perspectives on the postal future, e-commerce, sustainable development, financial inclusion and other related areas.

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To have your postal blog featured, contact us at **communication@upu.int**





STRATEGY PILLAR 1

STRATEGY PILLAR 2

STRATEGY PILLAR 3

6 DIRECTOR GENERAL'S FOREWORD

Delivering Change: How climate action could unlock the transformation of the Postal Sector

7 EDITOR'S NOTE

Aligning with our pillars

22 SPEAKERS' CORNER

Australia speaks on gender equality

26 MESSAGES FROM VOICE MAIL

42 SOLUTION SPOTLIGHT

An insight into the UPU's Domestic Postal System

46 UPU TECHNICAL SOLUTIONS

New UPU Regional Development Plans push for innovation and closer stakeholder engagement

51 MARKET FOCUS

Youth invited to advance sustainability and digitalization with Correos

54 MARKET FOCUS

Correios rolls out RFID tracking with support from UPU and Consultative Committee member GS1

56 DIGEST

In focus - Asia Pacific and Arab Region



8

UPU FORUM

UPU INNOVATION FORUM CALLS FOR COLLABORATION AND RISK-TAKING

The first Postal Innovation Forum was held during the UPU's Autumn 2022 Postal Operations Council sessions, bringing representatives from the postal industry together to talk about innovation as a cross-cutting issue that is driving the growth of the sector.

14

UPU FORUM

UPU WORLD LEADERS FORUM UNDERLINES DIGITAL PARTNERSHIP OPPORTUNITIES

The annual dialogue, held during Parcel+Post Expo in Frankfurt last October, explored cross-sector collaboration under the theme, "Partner to transform – Powering postal digital (r)evolution".



18

UPU FORUM

POSTAL SECTOR DISCUSSES OPENING OF THE UPU

The 2022 UPU Conference on Postal Regulation, held during the Council of Administration, focused on opening of the UPU to the wider postal sector – a matter to be discussed and decided upon further at the 2023 Extraordinary Congress.

CONTENTS

30

COVER STORY

UPU PLEDGES “POST FOR PLANET”

World Post Day 2022 saw the UPU and its members focus on the postal sector's contribution to the agenda on climate action through a series of events and campaigns.

44

UPU TECHNICAL SOLUTIONS

ETHIOPOST AND UPU'S .POST – TOGETHER TOWARDS DIGITAL FUTURE

On the margins of the 17th United Nations Internet Governance Forum (IGF) – a multistakeholder forum held in Addis Ababa, Ethiopia, between 28 November and 2 December 2022 – the UPU's .POST project team engaged with the host country's postal operator and new .POST Group member, the Ethiopian Postal Service (Ethiopost).

48

UPU KNOWLEDGE CENTRE

UPU POSTAL DEVELOPMENT REPORT 2022 HIGHLIGHTS POSITIVE POST-COVID RECOVERY

The Universal Postal Union, the UN specialized agency for international postal cooperation, has just released new research demonstrating that the quality of postal services worldwide has improved since the height of the COVID-19 pandemic.

52

MARKET FOCUS

LA POSTE STRENGTHENS ITS COMMITMENT TO COMBATTING VIOLENCE AGAINST WOMEN

French postal operator La Poste Groupe has reaffirmed its commitment to fighting violence against women.

UNION POSTALE

UNION POSTALE is the Universal Postal Union's flagship magazine, founded in 1875. It is published quarterly in four languages and takes a closer look at UPU activities, featuring international news and developments from the postal sector.

The magazine regularly publishes well researched articles on topical issues facing the industry, as well as interviews with the sector's leading individuals. It is distributed widely to the UPU's 192 member countries, including thousands of decision-makers from governments and Posts, as well as other postal stakeholders. All regard it as an important source of information about the UPU and the postal sector at large.

UNION POSTALE is also published in French, Arabic, and Chinese.

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WINTER 2022/ SPRING 2023

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DELIVERING CHANGE: HOW CLIMATE ACTION COULD UNLOCK THE TRANSFORMATION OF THE POSTAL SECTOR



“As a vast global network with billions of customers, the postal sector has the potential not only to transform itself but also to catalyze change in other sectors and local communities.”

Masahiko Metoki
Director General, UPU



Climate change waits for no one – it is an undeniable reality that will soon touch every facet of our lives. According to the most recent analysis by the Intergovernmental Panel on Climate Change, limiting global warming to between 1.5°C and 2°C will require a deep and rapid reduction in global Greenhouse Gas (GHG) emissions in all sectors during this decade. The pathway to 1.5°C would require global emissions to peak before 2025, with reductions of 43% by 2030 and 84% by 2050 (relative to 2019 levels). Limiting warming to 2°C would require reductions of 21% by 2030 and 64% by 2050. For the postal sector, this brings new risks to be managed, and opportunities to be grasped. As a vast global network with billions of customers, the postal sector has the potential not only to transform itself but also to catalyze change in other sectors and local communities.

The sheer scale of the global postal network, with over 680,000 permanent post offices and hundreds of thousands of vehicles, represents an underutilized yet strategically important system for driving transformative change. As extreme weather events challenge postal operations, and as consumers increasingly demand eco-friendly alternatives, we are at a crossroads. If we are strategic and committed, bold climate action could help the sector to overcome many of its core challenges. This is an opportunity to become more relevant, diversify revenue, reduce costs, and to secure significant support from the climate finance community.

The scale and variety of changes that society needs to make are almost unimaginable, yet we already have most of the tools we need to succeed. Let us imagine a future where the postal sector has undergone a climate transition. In this scenario, huge investments in low-emission vehicle fleets have simultaneously improved air quality in cities, and helped keep pace with customer demands for sustainable e-commerce deliveries. Post offices powered by local renewable energy now offer cheaper and

more reliable services, with smart technologies used to further reduce waste and inefficiency. This is not a distant dream, but a realistic pivot that is underpinned by a strong and business case.

Climate change will shape the future of the global postal sector, and we now have a critical choice – to respond and react in a piecemeal way, or to work together towards achieving a shared vision. In a decisive move, during the UPU's Fourth Extraordinary Congress, the leaders of the UPU's 192 member countries will gather in Riyadh to chart the course for establishing global voluntary emission reduction targets. This is more than a meeting; it provides the opportunity for a commitment that echoes the urgency expressed through Abidjan Congress Resolution C 17/2021, and that establishes practical support for transformative climate projects.

Through a “Green Package” of proposals, the postal community has the opportunity to commit to establishing a dedicated Climate Facility – an incubator that facilitates access to finance for more efficient infrastructure, imparts knowledge, and builds bridges with climate policy stakeholders. This crucial step aims to ensure that the sector is equipped with the tools, knowledge, and funding needed to embark on its journey towards a low-emission future.

This is not just about aligning with the Paris Agreement or attaining UN Sustainable Development Goals – mainstreaming environmental considerations into the postal sector's operations will keep us relevant, resilient and commercially viable. Let's stamp our commitment and partake in delivering a sustainable future for generations to come.

Masahiko Metoki
Director General, UPU

ALIGNING WITH OUR PILLARS

EDITOR'S NOTE

This edition of UNION POSTALE pays tribute to the UPU's efforts to drive momentum on climate action via the postal sector.

As you well know, the UPU and its members committed to take action on greening the postal sector through a resolution passed during the 2021 Universal Postal Congress in Abidjan. Our cover story recounts how the organization's 2022 World Post Day campaign continued the discussion on this front, raising awareness among a wide range of stakeholders regarding the post's role in the fight against climate change.

As part of this feature, you will see motivating messages from the UN Secretary General and UPU Director General on this very topic. But perhaps more moving is the plea of our young 2022 International Letter-Writing Competition winner. I urge you to give it a read – it inspires immense hope for the next generation, who are already leading climate action across the globe.

You may notice we have slightly adjusted the format of our magazine, rearranging its sections to better align with the pillars of our Abidjan World Postal Strategy. Our "UPU Forum" section features news from recent UPU events that have brought diverse voices around one table to make sector-wide progress. "UPU Technical Solutions" takes into account how UPU products and services are driving development, interconnection and innovation across the sector. The "UPU Knowledge Centre" section focuses on our latest research.

In addition to these pillars, our new "Speakers Corner" gives you even more feedback from key players in the sector and beyond, highlighting our recent interviews on Voice Mail and our other multimedia channels.

As always, happy reading.

KAYLA REDSTONE
Editor-in-chief



UPU Innovation Forum calls for collaboration and risk-taking

by KAYLA REDSTONE

The first Postal Innovation Forum was held during the UPU's Autumn 2022 Postal Operations Council sessions, bringing representatives from the postal industry together to talk about innovation as a cross-cutting issue that is driving the growth of the sector.



UPU Innovation Forum. Photo ©UPU

Dr Robert Giezendanner-Thoben, Director of Industry Affairs, Vice Presidency for Innovation, at École Polytechnique Fédérale de Lausanne (EPFL) opened the Forum with a keynote address describing the success factors of innovation based on his experience at the school's Innovation Park.

"The only way to move forward in innovation is with collaboration," said Giezendanner-Thoben, who noted that the Innovation Park brought together a diverse group including academics, start-ups, NGOs and policy-makers. "At the interface of different domains, new ideas appear," he added.

For Giezendanner-Thoben, another key condition of innovation was a willingness to fail and try again.

A fireside chat on managing innovation in the UPU with Council of Administration Chair Isaac Gnamba-Yao (Côte d'Ivoire) and Postal Operations Council Chair Jean-Paul Forceville (France), which was facilitated by UPU Deputy Director General Marjan Osvald, reinforced the importance of culture change in the postal sector to enhance the relevance and impact of postal services in meeting development goals.

"I think we ourselves should change our 'software'," said Gnamba-Yao, adding, "We need to change the way we work with governments to show them we can be that development pillar that reaches the heart of their mission."

Responsive regulation needed

The Forum's first panel explored regulatory conditions necessary for encouraging innovation, underlining the importance of agile and collaborative approaches to develop regulatory frameworks that would be flexible enough to meet fast-changing user needs.

Cullen International Principal Analyst Cathrine Grimseid provided a global overview of the state of postal regulation, noting that relationships between postal operators and regulators were not uniform in every country.

Ezan Azira Mohd Jaafar, Head of Courier Department for the Malaysian Communications and Multimedia Commission Postal Courier and e-Commerce Division, shared the country's regulation lab concept, which brings together government agencies in co-regulatory approach with all operators to share data, nurture technological capabilities of the sector and ensure postal services are developed in line with customers' needs.

The Forum's first panel explored regulatory conditions necessary for encouraging innovation, underlining the importance of agile and collaborative approaches to develop regulatory frameworks that would be flexible enough to meet fast-changing user needs.



“The only way to move forward in innovation is with collaboration.”

Dr Robert Giezendanner-Thoben
Director of Industry Affairs, Vice
Presidency for Innovation, at École
Polytechnique Fédérale de Lausanne
(EPFL)

Jairo Luis Marulanda Lazcarro, Deputy Director of Postal Affairs for the Colombian Ministry of Information Technology and Communications, echoed the importance of exchanging information between all players and to enable agile and modern regulation that meets rapidly evolving market needs.

“Regulators should be the link between the operator and the customer. We are in touch with users to know what the expectations are and ensure those can be met,” he said.

Brian K. Mwansa, Head of Postal for the Communications Regulators’ Association of Southern Africa, added that “informed guidelines are more effective guidelines,” noting that regulators should review their frameworks frequently and in conjunction with current sector data.

Customerization is key

Turning back to innovation within postal operators, the Forum’s second panel carried the focus on customer needs, narrowing in on the importance of customerization as part of the innovation process.

The Forum’s second panel carried the focus on customer needs, narrowing in on the importance of customerization as part of the innovation process.

Paola Piscioneri, Director of Public Policy for the USPS Office of the Inspector General’s Research and Insights Solution Center, emphasized the need for non-technological innovations to precede and set the conditions for the use of new digital solutions. She highlighted how the pandemic proved that rapid changes to postal business models were possible and successful within USPS.



Postal Operations Council Chair Jean-Paul Forceville, Council of Administration Chair Isaac Gnamba-Yao, and UPU Deputy Director General Marjan Osvald discussing innovation as a cross-cutting horizontal issue for a sustainable design of the next-generation postal sector during the Fireside chat. Photo ©UPU



Jairo Luis Marulanda Lazcarro, Deputy Director of Postal Affairs, Colombian Ministry of Information Technology and Communications, Cathrine Grimseid, Principal Analyst, Cullen International, and Siva Somasundram, UPU Director of Policy, Regulation and Markets discussing emerging regulation trends in the postal sector during the Panel 1. Photo ©UPU



“Regulators should be the link between the operator and the customer.”

Jairo Luis Marulanda Lazcarro
Deputy Director of Postal Affairs for the Colombian Ministry of Information Technology and Communications

“COVID has been an accelerator in innovation. Technologies that would take years to employ have been implemented in record time,” she said.

Correios President Floriano Peixoto Vieira Neto supported the need for agile business models to keep up with the market.

“In the past we used to tell customers what their needs and expectations should be, now they tell us exactly how, when and where those needs need to be answered,” he said. He added that the post had implemented a mobile platform, 24/7 parcel lockers, late delivery, delivery next store, and last-mile delivery algorithms to meet these fast-changing needs.

Innovation requires partnerships

Alexander Haneng, Senior Vice-President of Innovation Partnerships for Posten Norge, pointed out that customization extended past quality of services to sustainability of services as well. The circular economy also

relied on logistical support, he said, noting that this was an untapped opportunity for the Postal sector. Driven by partnerships the postal sector can bring a strong impact on sustainable development and the circular economy, with reusable packaging, delivery efficiency, and returns and recycling of goods.

Hongmei Dong, Managing Director for International Business, China Post, mentioned that COVID had driven innovation.

“With people and businesses being locked down, logistics fulfilment solutions have been developed with the customers to ensure end-to-end solutions are available,”



Watch the full UPU Postal Innovation Forum recording here:

<https://www.youtube.com/watch?v=RI-lUkq4VpxE>



she said. “We have provided not only postal Customs clearance but also cross-border e-commerce clearance. We are very happy to develop these services together with our postal partners.”

New innovation dialogue

The forum concluded that the UPU and its stakeholders have a great opportunity to encourage a new dialogue between policymakers, regulators, Posts and the market to enhance innovation possibilities sustainability, and customer satisfaction. Data driven innovation will prepare well-informed decisions.

The UPU Deputy Director General closed the Forum with a message to member countries: “We have heard that the management should support innovation and you have our promise that we will support innovation within the Union.”

The next edition of the UPU Innovation Forum will be held in 2023. **KR**



“Driven by partnerships
the postal sector can bring
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and the circular economy.”

Alexander Haneng

Senior Vice-President of Innovation
Partnerships for Posten Norge



“Rapid changes to postal
business models were
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Paola Piscioneri

Director of Public Policy for the USPS
Office of the Inspector General's
Research and Insights Solution Center



Alexander Haneng, SVP Innovation Partnerships, Posten Norge AS, Floriano Peixoto Vieira Neto, President of Correios from Brazil and Wendy Eitan, UPU Director of E-Commerce and Physical Service Integration discussed main challenges and the way forward for successful postal innovation during Panel 2. Photo ©UPU



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ADVANCING UNIVERSAL DIGITAL INCLUSION
THROUGH THE POST BY 2030.





UPU WORLD LEADERS FORUM UNDERLINES DIGITAL PARTNERSHIP OPPORTUNITIES

by KAYLA REDSTONE





The forum's first panels explored the digital readiness of the postal network, bringing together Zimbabwe Post Acting General Manager for Operations and Marketing Venencia Sigauke, SAP Industry Manager for Postal and Parcel Services Christoph Kopka, and UPU Coordinator for Digital Policies and Trade Paul Donohoe. Photo ©UPU

The annual dialogue, held during Parcel+Post Expo in Frankfurt last October, explored cross-sector collaboration under the theme, “Partner to transform – Powering postal digital (r)evolution”.

Opening the forum, UPU Deputy Director General Marjan Osvald noted that the discussions came at a “pivotal moment for the UPU” as the organization explores potential avenues for cooperation with the private sector.

“The UPU has recently opened up additional opportunities for our wider postal sector colleagues to add their voice to the deliberations of the UPU through the Consultative Committee,” he said.

The forum's first panels explored the digital readiness of the postal network, bringing

together Zimbabwe Post Acting General Manager for Operations and Marketing Venencia Sigauke, SAP Industry Manager for Postal and Parcel Services Christoph Kopka, and UPU Coordinator for Digital Policies and Trade Paul Donohoe.

They highlighted the power of the Post's physical network, which could be used to deliver a number of digital services in support of socioeconomic development and business goals. Raising awareness among potential partners, as well as educating postal employees and customers, would be key to harnessing this potential, they said.

“We need to change perceptions and continuously market digital platforms. People are not used to access services digitally, they are used to accessing [postal] services physically,” said Sigauke.

Donohoe noted that the UPU was working to raise awareness of this potential amongst key partners, including international development agencies, governments, and the private sector, through programmes such as its digital readiness assessments.

The second panel examined how emerging advanced technologies could reshape the sector, bringing together Posta Shqiptare's

“We need to change perceptions and continuously market digital platforms.”

Venencia Sigauke

Acting General Manager for Operations and Marketing, Zimbabwe Post



“People trust the postal system to deliver a wide set of services.”

Saleh Khan

UPU Financial Inclusion Programme Manager

CEO at the time, Anisa Kaltanji, Analysis Mason Partner and Head of Postal Practice Ian Streule, International Association for Trusted Blockchain Applications Executive Director Ricardo Simões, and UPU Financial Inclusion Programme Manager Saleh Khan.

Panellists demonstrated how advanced technologies were opening up immense opportunities for the Post to move ahead, at the same time advising the sector to keep sight of its most valuable asset – customers’ trust. The Post could therefore enhance the uptake of cutting-edge services with its physical presence and closeness to customers.

Kaltanji recalled the important role the Post’s physical presence played during the pandemic – a time when digitization accelerated rapidly. “The only human touch most of us faced during COVID was the postman,” she said.

“People trust the postal system to deliver a wide set of services,” said Khan, adding that Posts had an “appetite for exploring this

topic, seeing what can be done to leverage distributed ledger technologies, and innovate within this field.”

Panellists suggested the UPU could play a key role in enabling the right regulatory environment and standardization to implement new technologies and provide a seamless customer experience.

The forum’s final panel looked at leveraging partnerships to drive change across the sector, with Ship2MyID CEO and Founder Santosh Gopal, Escher Group CEO Brody Buhler, UPU Consultative Committee Chair Walter Trezek, and UPU Resource Mobilization and Stakeholder Engagement Programme Manager Alexander Thern-Svanberg.

They narrowed in on the ways the UPU, its member countries, and the private sector could benefit from each other’s insights and solutions, particularly in light of the recent opening of the UPU Consultative Committee to private sector companies. The Committee allows those from the wider sector to add their voice to UPU decision-making processes.

Panellists suggested the UPU could play a key role in enabling the right regulatory environment and standardization to implement new technologies and provide a seamless customer experience.

Buhler shared recent research from Escher, showing the changes in customer expectations since the beginning of the pandemic and underscoring the importance of a seamless e-commerce parcel delivery experience.



Ian Streule, Partner and Head of Postal Practice, Analysis Mason. Photo ©UPU



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Gopal highlighted that the UPU could act as a focal point to collect data from not only members, but wider postal sectors participating in the Consultative Committee, emphasizing that "data is what makes money for everybody."

The panellists discussed how exchanges between UPU members and private partners on data exchange, standards and regulation via the Consultative Committee could drive the UPU to modernize faster to help Posts and their partners respond to and anticipate customers' needs.

Technology showcase

Later in the day, Stéphane Herrmann and Gustavo Damy, representatives from the UPU's Postal Technology Centre, provided a more in-depth look at its technological solutions offering, including its electronic data interchange systems and big data platform. They noted that many of the UPU's technical solutions were now open to wider postal sector players.

"Our strength is our diversity – we have all the players together to create the basis for innovation and the products that go with it," said Damy.

In a special roundtable discussion, representatives from new Consultative Committee members Zonos, Ship2MyID, Geomain, Stampsdaq, Logistic Natives and Eurora highlighted their solutions as well as how they could interface with the UPU and its membership to add value.

They again underlined their willingness to work with the UPU to enable the right conditions to drive the sector forward. **KR**



Watch the 2022 World Leaders Forum & Technology Showcase recordings here:

https://www.youtube.com/watch?v=Ob51zFAub-kQ&list=PLqiPfpT90h37Oye91aJt1qZBqJQXr_vjL



"Our strength is our diversity – we have all the players together to create the basis for innovation and the products that go with it."

Gustavo Damy
UPU's Postal Technology Centre



Postal sector discusses opening of the UPU

by KAYLA REDSTONE

The 2022 UPU Conference on Postal Regulation, held during the Council of Administration, focused on opening of the UPU to the wider postal sector – a matter to be discussed and decided upon further at the 2023 Extraordinary Congress.

UPU Director General Masahiko Metoki opened the Conference, noting that the event came at an “important juncture” of the UPU’s work on the question of opening up, a topic handled by a special Council of Administration (CA) task force which is responsible for preparing a series of proposals on further widening and deepening the UPU’s engagement with wider postal sector players (WPSPs), to be debated during next year’s Extraordinary Congress.

“I wish to take this opportunity to invite top-level decision makers from governments, regulatory authorities and designated operators, as well as wider postal sector players to actively participate in the discussion,” he said.

Expanding collaboration

The first panel – moderated by task force co-chairs Stuart Smith from the United States and Samir Zouaoui from Algeria – discussed possible options for engaging

WPSPs in UPU decision-making processes, assessing their current engagement and how it might be extended.

At present, WPSPs such as non-designated postal operators, supply chain partners and industry associations can lend their voice to UPU discussions via the organization’s Consultative Committee (CC) – a group that reports to the CA and appoints special rapporteurs from the wider sector to participate in both CA and Postal Operations Council committees.

CC Chair Walter Trezek noted that the Committee’s participation in the UPU’s work helped UPU members and wider postal sector players strike a better understanding of each other and had already led to fruitful cooperation. “The UPU should see the wider postal sector players as contributors,” he said.

Guzmán Acosta y Lara, National Director of Telecommunications and Audio-visual

At present, WPSPs such as non-designated postal operators, supply chain partners and industry associations can lend their voice to UPU discussions via the organization’s Consultative Committee (CC)

Communication Services for Uruguay’s Ministry of Industry, Energy and Mining, added, “Denying the opportunities that come from opening up is tantamount to





rejecting the realities of the situation. The organization cannot stand by on the sidelines as technological transformation takes place."

Postal Operations Council Chair Jean-Paul Forceville, representing France, added that there was more work to be done in order for the designated postal operators of UPU member countries to be convinced that WPSPs should be more involved in the Union's decision-making processes.

"You cannot compel an organization to change if it does not understand why it has to change," he said.

However, he noted that market realities demanded change and the UPU needed to be more cognizant of the opportunities and risks of deeper engagement with WPSPs.

Safeguarding UPU's mission

While some panellists acknowledged the value of collaboration via the CC, they raised concerns about the impacts of opening up on the burden carried by designated operators in delivering the universal service obligation. They stressed the importance of a level-playing field between designated and non-designated operators.

Mohamed Zaidi Abdul Karim, Head of the Malaysian Communications and Multimedia Commission's Postal, Courier and E-Commerce Services Division, shared his organization's approach to managing these concerns, explaining that it has shifted its focus to regulating for economic and social growth rather than just the universal service obligation.

He noted that the UPU could act as the "centre of gravity" for the wider sector, helping it balance transformation through collaboration and co-regulation while bearing in mind the need for universal service in order not to leave any one behind.

"The reality is that there is already coexistence of wider stakeholders in the marketplace ... I think the UPU is ready to shift the centre of gravity at the next Congress," he said.

Attractive products and services

The Conference's second panel – moderated by co-chairs of the CA's committee on postal policy and regulation, Rajeev Venugopal from Canada and Nermin Hassan from Egypt – reviewed how WPSPs could benefit from and contribute to the



"The reality is that there is already coexistence of wider stakeholders in the marketplace ... I think the UPU is ready to shift the centre of gravity at the next Congress."

Mohamed Zaidi Abdul Karim
Head of the Malaysian Communications and Multimedia Commission's Postal, Courier and E-Commerce Services Division

UPU's expansive portfolio of global products and services.

Providing partners with services to bridge gaps in their networks could help Posts fund the universal service obligation, said William Lee, A/g Director for Postal Policy, Post, International Telecommunications and ACMA Branch of Australia's Department of Infrastructure, Transport, Regional Development, Communications and the Arts.

"With every shock the postal sector comes under even more strain. If we do nothing, we risk leaving our citizens behind," he said, adding that customers would not care about UPU's restrictions, but they would care



"With every shock the postal sector comes under even more strain. If we do nothing, we risk leaving our citizens behind."

William Lee

A/g Director for Postal Policy, Post, International Telecommunications and ACMA Branch of Australia's Department of Infrastructure, Transport, Regional Development, Communications and the Arts

about access to seamless, high-quality and modern services. He cautioned that opening could not help resolve structural issues without a proper plan.

Vincenzo Aurelio, Head of Relations with International Authorities and Organizations for Poste Italiane, highlighted that Posts can leverage their proximity to customers and last-mile expertise. However, subject to guaranteeing the USO, Posts are also mandated to deliver in rural areas. WPSPs can offer better quality and are more agile as they do not have to abide by any stringent regulations. Therefore, a level playing field and reciprocity are the needed common denominators to create an integrated and synergetic scenario.



International Mailers' Advisory Group Executive Director Kate Muth and UPS Senior Vice President for Corporate Public Affairs Keith Kellison joined the panel to provide the WPSPs' perspective. They provided concrete examples of how UPU and postal products and services could help them deliver and provide the postal network with additional income.

Muth suggested running market tests of UPU services with wider sector players, suggesting that many products derived their true value through exchanges between operators.

Kellison said he was open to giving Posts the first opportunity to partner, suggesting that they open themselves to taking risks, encouraging them to "fail fast and fail small" in order to develop forward-thinking solutions.

UPU Deputy Director General Marjan Osvald closed the Conference, calling on clear direction from member countries during the UPU's deliberations on the matter. "We would like to make this organization stronger, better and sustainable," he said. **KR**



Watch the full recording of the UPU Conference on Postal Regulation here:

<https://www.youtube.com/watch?v=gBMSgESPMn-Q&list=PLqiPfpT90h34VStp-TAlmPd-m2PEi-Xpi3&index=2>

AUSTRALIA SPEAKS ON GENDER EQUALITY

Australia has played a pivotal role in the UPU's move towards improving gender equality across the global postal network, having submitted a proposal on the subject that was approved by the Abidjan Congress in 2021. Work on the resolution, titled "Gender equality and the empowerment of women at the UPU and in the postal sector" – is now underway and overseen by the organization's Council of Administration.

Australia later held a "Women and Allies Breakfast" for UPU delegates attending the Autumn 2022 Postal Operations Council session to highlight the importance of work on this resolution. During this meeting, the Australian delegation to the UPU named UPU Deputy Director General Marjan Osvald the UPU's very own Gender Equality Champion.

The UPU spoke with Amanda Gorely, Ambassador and Permanent Representative of Australia, and Bhavana Chhagan, Head of International, Australia Post, for their views on the country's role in fostering gender equality across its territory and the UPU network.



Women and Allies Breakfast at the UPU International Bureau in Berne, Switzerland. Photo ©UPU



Amanda Gorely, Ambassador and Permanent Representative of Australia. Photo ©UPU

Amanda Gorely, Ambassador and Permanent Representative of Australia

Interview by: KAYLA REDSTONE

Australia has become a champion for gender equality within the UN system, including the UPU. The UPU is just at the outset of developing detailed policies for both itself as an organization, as well as the postal sector. How is Australia working with the UPU on gender equality?

Australia places gender equality very high up in our list of priorities in the multilateral system and, of course, UPU is no exception there. We are very pleased to have introduced proposals on gender equality at the Abidjan [Congress], which were accepted, and we're very much committed to continue to work with the UPU on gender equality within the organization and within the postal sector. I think it is fair to say the UPU is on a good track in terms of improving its gender equality. It is really important not just to have gender equality within the organization, but particularly within senior roles.

I understand that the Director General is committed to the objective of gender equality and has committed to a number of

things including the establishment of a gender equality policy for the organization. That's a really good start.

There are, of course, other things that he has also committed to, like ensuring UPU documents are in gender-neutral language, which I think is really important. We often see in multilateral organizations, particularly where their rules of procedure or establishment documents were drafted many years ago, that [their documents] do tend to have sexist language in them. The commitment to ensuring that is not the case for the UPU is great.

Australia is committed to continue working with the UPU on gender issues.

How does Australia use its postal network to advocate for gender equality?

Across all Australian Government operations, there is a focus on improving gender equality.

Within the Department of Communications, which oversees the postal service, there are a majority of senior executive roles filled by women. Australia Post itself has made a real commitment to increasing gender diversity in the organization, including in senior roles – it has had a female chief executive in the

"... I think it's clear that connectivity is an essential characteristic of our modern society and by enabling women to have access to services, to products, to run their businesses using the postal service from home..."

Amanda Gorely

Ambassador and Permanent Representative of Australia

past – but also in terms of getting women into roles that are traditionally dominated by men. There's a lot of work going on in that space to improve the ability of women to take on those roles. There are things like mentoring and flexibility and those sorts of things that also make the career path more accessible for women.

More broadly beyond the organization, I think it's clear that connectivity is an essential characteristic of our modern society and by enabling women to have access to services, to products, to run their businesses using the postal service from home – those are all really important areas where postal services can play a very important role. **KR**

Ambassador Gorely also spoke to the UPU about the Post's role in digitization and Australia's recent support for the improvement of postal services across the Pacific.



Watch the full interview here:

<https://www.youtube.com/watch?v=AsCprrz6yl8>

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Statistique des services
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Directorate of Executive Office



UPU UNION
POSTALE
UNIVERSELLE

Bhavana Chhagan, Head of International Regulatory Affairs, Australia Post

Interview by: MARJAN OSVALD, UPU Deputy Director General and UPU Gender Equality Champion

What is your view on the Gender Equality Breakfast we had today at the UPU's headquarters?

I think it is really important that we get our colleagues together in the UPU so that we can ensure we move forward in terms of this very important work. As you know, [gender equality] is part of the SDGs, so we do have a mandate here. The UPU Congress last year also mandated us to have a look at this very important topic.

What would be a main recommendation from Australia towards UPU as a United Nations agency to do more in this aspect?

I think for me it's just supporting our women as much as possible. Are there areas where we can provide development opportunities, where we can help support their growth, as well as supporting women as they go through and have families, ensuring that they can come back into our workforce and still move through the organization at some of the more senior levels.

As a woman and a very important member of the Australian delegation, have you experienced any challenges being in a senior role like this?

I see it as a challenge, but it is one that I really enjoy. I am very lucky that Australia Post supports women. We are very pro in terms of our gender balance. We have a 50/50 gender balance at the senior executive level and there are a lot of programmes that we have at Australia Post that helped support my development, my team's development, and the development of women as senior



Bhavana Chhagan, Head of International Regulatory Affairs, Australia Post. Photo ©UPU

leaders. I'm very lucky to be at the organization. In Australia as a whole, we are very supportive of gender equality.

For me, although being in a senior role as a woman is challenging, I see it as something I'm very excited about and I look forward to the generations ahead of us being supported in leadership positions as females.

If we would come forward with a proposal that would increase the empowerment of women within this organization – the UPU – would you support it?

We would of course support it. We are very pro-gender equality and the empowerment of women and would be very happy to help with any initiatives possible.

Australia Post has a number of programmes in terms of assisting our women develop – particularly in an industry that is generally male-dominated – so we're always very happy to assist with anything we can do outside of our own organization. **MO**

"I think for me it's just supporting our women as much as possible ... we can help support their growth, as well as supporting women as they go through and have families, ensuring that they can come back into our workforce and still move through the organization at some of the more senior levels."

Bhavana Chhagan
Head of International Regulatory Affairs, Australia Post

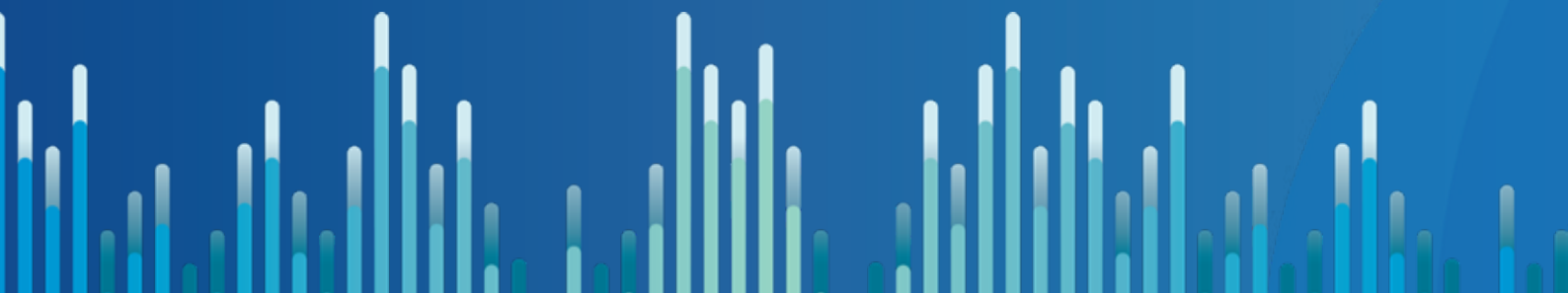


Watch the full interview here:
<https://www.youtube.com/watch?v=KEB4w-CYuhGc&t=13s>

MESSAGES FROM VOICE MAIL

Each month, the UPU's Voice Mail podcast invites leaders and experts to weigh-in on topical issues and opportunities facing the Post or towardas which the Post can support global sustainable development efforts. This issue, we're featuring highlights from interviews with Shamika Sirimanne, Director of the United Nations Conference on Trade and Development's (UNCTAD) Division on Technology and Logistics; Tony Robinson, CEO of UKI Media & Events and Founder of Parcel + Post Expo; and several new members of the UPU's Consultative Committee.

by **KAYLA REDSTONE**



“Bridging divides through trade and logistics” with Shamika Sirimanne, Director of the UNCTAD’s Division on Technology and Logistics

Podcast host, Ian Kerr, and Sirimanne discussed UNCTAD’s support to developing countries’ fair and equitable adaptation to the digital revolution and help them to reap the benefits of increased access to the digital economy. They also discussed the Post’s role in supporting online trade through that digital economy.

“While every corner of the world is affected by technological advances and especially this digital revolution, very few right now benefit from these technologies,” said Sirimanne. “It’s a concerning trend.”

While most countries already using to working to implement cutting-edge technologies fall in the high-income bracket, Sirimanne highlighted that there were standout examples of developing countries, particularly in Asia, leading the pack. She owed this to a high-concentration of skilled and relatively inexpensive human resources, in addition to government-backed research and development initiatives towards using digital technologies.

On the role of the logistics sector and the postal sector, Sirimanne underlined that digitalization was a “live or die imperative” for the logistics sector, especially post-COVID.

“When remote working was the norm, information-sharing became critical for the survival of logistics supply chains,” she said, noting that the postal sector was a critical player in these supply chains, especially in terms of e-commerce. She predicted last-mile delivery, risk management, and facilitating the use of digital currencies would become important avenues for posts in the coming years.

Speaking on programmes moving digitization forward in relation to trade, Sirimanne noted the Automated System for Customs Data (ASYCUDA) Programme, to which the UPU’s Customs Declaration System is connected.

The UPU is also a partner to UNCTAD’s eTrade for All programme, which Sirimanne highlighted was an important collaborative platform involving several agencies with the same goal of promoting the development of online trade for MSMEs.

“We need UPU working with us on the eTrade for All platform because UPU has the ability to work with the postal services, to automate postal services, to help small parcels be delivered and ordered online,” she said.

She also mentioned the important role the UPU has played in carrying out eTrade Readiness Assessments in countries, including examining connectivity, e-commerce and digital strategy, e-payments systems and, importantly, logistics readiness.

It is in logistics where Sirimanne says many small businesses in developing countries are losing out when postal services are not ready. However, the assessments are a first step in improving these conditions to enable everyone to benefit from the digital economy. **KR**

Shamika Sirimanne
Director of the
UNCTAD’s Division
on Technology and
Logistics





VOICE MAIL

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VOICE MAIL

UPU PODCAST COVERING THE WONDERFUL WORLD OF MAIL



To listen to these interviews and more, check out the Voice Mail web page:
<https://www.upu.int/en/News-Media/Podcast>

“Taking action on road safety” with Nneka Henry, Head of the UN Road Safety Fund Secretariat

The United Nations Road Safety Fund (UNRSF) was established in 2018 as part of the first UN Decade of Action for Road Safety 2011–2020, with the goal of addressing the vast global underinvestment in road safety, along with striking imbalances among regions. Of the 1.3 million lives lost on roads every year, 93% of road traffic fatalities occur in low- and middle-income countries, revealing a strong correlation with poverty levels.

Henry explains, “It’s a poverty issue, this challenge of road safety. When you talk about poorer communities, you see that there is poor road infrastructure, not enough sidewalks, not enough crosswalks, streetlights, road signage... Health systems are also quite weak for post-crash care.”

In working to close these gaps, the UNRSF looks at the whole spectrum of government, civil society, private sector and academic partners to come up with innovative funding mechanisms, as well as bringing the visibility that this problem deserves, creating incentives, and attracting the attention of policymakers to secure the political will needed to resolve it.

Henry believes that the Post – as a major road user around the world – has vast potential to make a significant contribution to addressing the road safety challenge, in particular by using its extensive reach and close proximity to communities. As an example, she tells of a recent success

story where a collaboration with Royal Mail helped the Fund deliver advocacy materials to more than 130,000 households in London.

“Advocacy, exchange of best practices, and collaborating on innovative financing mechanisms are three key areas that we could explore with postal services to help with the global road safety challenge”, she adds.

One specific concern for the UNRSF is the disproportionate extent to which children and youth are affected by unsafe road traffic. Road accidents are the leading cause of death for children and young adults between 5 and 29 years, making them the most vulnerable population group.

In this regard, the UNRSF response has involved targeted communication campaigns and advocacy initiatives, such as its 2022 #moments2live4 campaign, and its recent partnership with the UPU in its 2023 International Letter-Writing Competition for Young People.*

“It is not just about highlighting what the challenge is – it’s important that we highlight, through our campaign, through our partnerships, that there are solutions that are working. It’s not impossible to meet this ambition of vision zero, where we have zero road fatalities. [...] There are a number of solutions that have worked over many cities, over many countries – we want to highlight that, through investing in road safety, we can keep children safer on the roads,” Henry concludes. **ES**

**Learn more about the UPU 2023 International Letter-Writing Competition with the UNRSF on page 41.*

Nneka Henry

Head of the UN Road Safety Fund Secretariat



"Cross-sector cooperation, a recipe for postal success" with Eurora, Stampsdaq and Toshiba

In July 2022, the UPU took a major step towards facilitating cross-sector cooperation through the expansion of its Consultative Committee, a forum through which postal stakeholders that are not public postal operators or regulators can add their voice to the UPU's deliberations. Today, the Consultative Committee (CC) has 37 members and counting.

Voice Mail host Ian Kerr caught up with two of those members, as well as UPU partner Toshiba, to discuss the benefits of the opening up to innovation across the sector on the side lines of Parcel + Post Expo.

Compliance and customs software provider Eurora joined the UPU's CC in August 2022. While the company is working to support the sector with cutting-edge IT solutions based on data standardization, the company's COO Egon Veermæ explains that the evolving state of regulation can pose a challenge to the business.

"It's quite difficult and complex, especially when we talk about cross-border [exchanges]," says Veermæ.

Connection to the UPU through the CC helps companies like Eurora keep abreast with these changing conditions.

Speaking on the benefits to UPU member countries and their national postal operators, Veermæ explains, "What you're getting [through the CC] are different IT companies and some are competition to us anyways, but you have a choice now."

"We are moving quite fast," he says, adding that Eurora is using machine learning to help process huge amounts of data.

Stampsdaq is an EU-based non-fungible token (NFT) company that has been working with posts to help them develop innovative collectors' items, including

cryptostamps. The company joined the UPU's CC last October.

"For us, this is an evolution of the relationship with the UPU, which started in 2020 when we joined the .Post Group as an associate member," says Stampsdaq CEO Andrii Shapovalov.

He adds that joining the .Post Group allowed the company to build trust with posts, but as a technical body

"We need to be heard wider and on a higher level. Membership in the UPU Consultative Committee will allow us to be heard by every postal operator in a trusted way and we hope for good business development," explains Shapovalov.

He explains Stampsdaq's goal to help posts digitize an important historical asset – philately.

"Heritage is great, you shouldn't lose it – you should transform it and develop it further," he says.

At the time of recording this interview, Toshiba was in the early stages of considering its membership to the CC. However, the company later joined in February 2023.

On the side lines of Parcel + Post Expo, Toshiba's Deputy Vice-President for International Business, Development, Security and Automation, Yuichiro Ichibashi, spoke about the company's need for closer collaboration with the UPU on cross-border logistics.

"From the UPU side, [the organization can] provide us with ideas or plans for regulation or standardization. Simultaneously the private sector can provide some new technology or future technology. With such a mixture we can consider more efficient or better solutions and operations for everyone – not only postal operators, but consumers." **KR**

Andrii Shapovalov
CEO, Stampsdaq



Egon Veermæ
COO, Eurora



Yuichiro Ichibashi
Deputy Vice-President
for International Business,
Development, Security
and Automation, Toshiba







UPU PLEDGES “POST FOR PLANET”

World Post Day 2022 saw the UPU and its members focus on the postal sector’s contribution to the agenda on climate action through a series of events and campaigns.

by KAYLA REDSTONE

In 2021, UPU's member countries affirmed their commitment to climate action through the Post, unanimously adopting UPU Resolution C/17 on the reduction of greenhouse gas emissions in the postal sector during the organization's 27th Congress in Abidjan. Through the resolution, the UPU and its member countries have pledged to investigate possible emission reduction targets and carbon-neutral cross-border services in the postal sector, in addition to sharing knowledge on emission reduction strategies, climate finance and climate adaptation.

The organization drove momentum for this commitment in the lead-up and culmination of its annual UN awareness day, World Post Day, which is celebrated on 9 October each year. The 2022 theme for the UPU's annual awareness day was "Post for Planet".

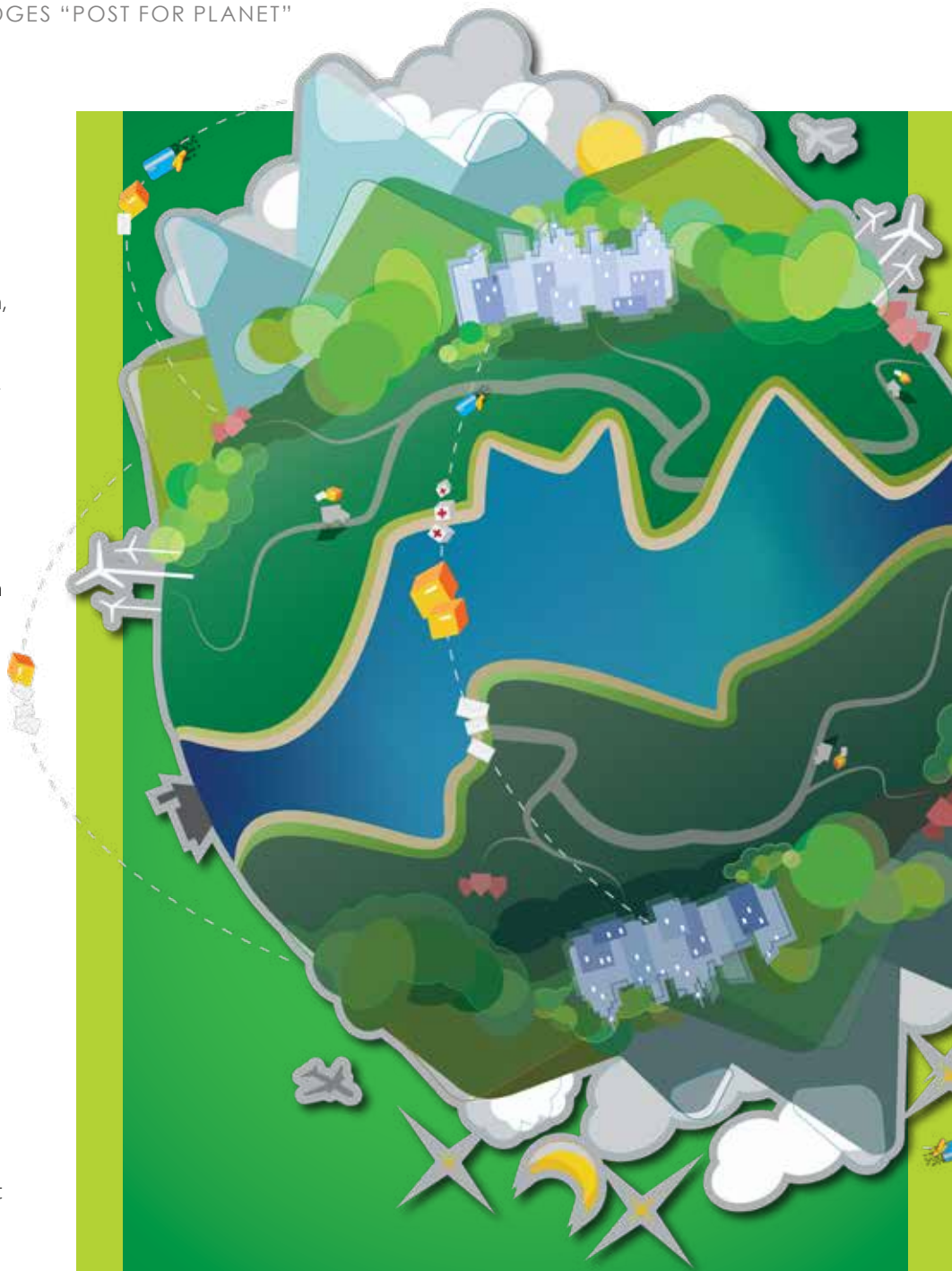
Gathering around the table

With the goal of fostering knowledge sharing for C/17, the UPU organized an online roundtable under the theme "Post for planet: Green energy pathways for a reliable & resilient sector" that brought experts from the energy and postal sectors together to discuss the industry's transition to renewable energy.

The event, held on 4 October within the context of the UPU's World Post Day celebrations, had participants reflect on the need for climate action across the postal network through the lens of current threats to energy security. They sought to shed light on three key questions: how the postal sector could increase its energy security, while simultaneously reducing its greenhouse gas emissions and increasing its resilience to climate disruption; which synergies and tensions currently between these three goals; and by which means posts could secure funds for infrastructure upgrades and overhauls.

Opening the event, UPU Deputy Director General Marjan Osvald noted the danger extreme weather events exacerbated by climate change posed to the sector.

"What matters is how we respond to these threats. Our postal infrastructure needs to be resilient to these disruptions. We need to



#POSTFORPLANET

The UPU launched its annual World Post Day poster campaign in June 2022, releasing the theme and campaign elements to be shared in post offices across its 192 member countries.

The poster features Earth as its central image, highlighting both night and day on the planet to symbolize its constant revolution and evolution. The Post's extensive presence is symbolized through dashed lines connecting distant regions and signalling the delivery of essential goods and services to all people on the planet.

The dominant green colour of the campaign – normally connected to nature – also represents growth, renewal and optimism as the Post strives to do its part in achieving climate action targets under the United Nations' 2030 Agenda on Sustainable Development.

invest in infrastructure that can adapt to a new reality, and recover quickly from extreme events," he said.

International Renewable Energy Agency (IRENA) Director of Knowledge, Policy and Finance Centre Dr Rabia Ferroukhi joined UPU Director of Policy, Regulation and Markets Siva Somasundram to discuss the current state of energy supply and transitions to greener alternatives within the postal sector and beyond.

Dr Ferroukhi highlighted the importance of a transition to renewable energy in order to mitigate climate change, but also to ensure energy security and reduce energy poverty, noting in particular gaps between developed and developing countries. She added that electrification was a key component of the renewable energy mix, and that Posts would do well to prioritize

overhauling their fleets from fossil fuel-powered vehicles to electric ones.

Somasundram emphasized that the transition effort made good business sense.

"Civil society is moving towards demand for more climate conscious services, so there is an opportunity for Posts to corner this niche of greener products and services that customers are demanding," he said.

He agreed there were disparities within the postal sector in terms of technology, knowledge and ability to implement best practices in transitioning to renewable energy infrastructure, adding that the UPU was working to close these gaps. He noted the need to secure stable financing streams for climate projects.

Successful financing

The roundtable gave participants the opportunity to hear from two posts that were already successfully financing their green transition.

La Poste France's Head of European CSR Affairs, Margaux Meidinger, joined the panel to share the operator's successful green bond programme, which in 2018 secured EUR 500 million for reducing emissions from transport and buildings. Another EUR 1.2 billion was secured through La Poste's sustainability bond in 2022, enabling more investment in clean transportation and buildings, in addition to social impact projects.

"Greening our bonds is one of the ways of greening our economy. Investors are really looking for these kinds of projects because they want to invest in the green economy," she explained, noting that their sustainability bond was 2.4 times oversubscribed, and that the trend was already taking hold in other sectors.

Verny Rodríguez Martínez, Coordinator of Environmental Management Commission for Correos Costa Rica, presented the post's recent project to implement electric vehicles and solar panels, which was funded through the Central American Bank for Economic Integration.



"Civil society is moving towards demand for more climate conscious services, so there is an opportunity for Posts to corner this niche of greener products and services that customers are demanding."

Siva Somasundram

UPU Director of Policy, Regulation and Markets

International Renewable Energy Agency (IRENA) Director of Knowledge, Policy and Finance Centre Dr Rabia Ferroukhi highlighted the importance of a transition to renewable energy in order to mitigate climate change, but also to ensure energy security and reduce energy poverty, noting in particular gaps between developed and developing countries.



He detailed the postal operator's commitment to a thorough Institutional Environmental Management Programme, which begins with measuring its own carbon footprint through the UPU's Online Solution for Carbon Analysis and Reporting (OSCAR).

"OSCAR was our base that helped us identify our need to replace our fleet of fossil fuel-based vehicles to electric vehicles," he said.

Recognition from the top

The UPU's annual World Post Day ceremony, held 7 October in Berne, welcomed members of the Swiss diplomatic corps and local authorities to highlight climate action through the Post. It featured special messages from UN leaders, including the UN Secretary-General, World Meteorological Organization (WMO) Secretary General and UPU Director General.

In a special message on the day, UN Secretary-General António Guterres said, "'Post for Planet' is also a call to action for the postal sector to use its position as a connector between governments, businesses, and people to take a leading role in our fight against climate change."

"The issue you have been dealing with is very important. Climate change is the biggest threat to the welfare of mankind for this century," said WMO Secretary General Petteri Taalas.

Giving his annual World Post Day address, UPU Director General Masahiko Metoki said, "Action on climate change will also drive progress on social and economic development goals. We must think about our impact beyond our offices, our networks and our borders. Every person, business and nation on this planet has a stake in this fight."

UPU's Postal Development Report 2022, focused on the "Postal journey towards a sustainable future".



"Greening our bonds is one of the ways of greening our economy. Investors are really looking for these kinds of projects because they want to invest in the green economy."

Margaux Meidinger
Head of European CSR Affairs,
La Poste France



“Our first teacher is our mother, so we should follow our mothers carefully. If a mother wants it, even the climate may recover.”

Esra Sümeyye Öz

Winner of the 51st International Letter-Writing Competition for Young People

The ceremony first recognized the leaders, rising stars and regional champions in the UPU’s Integrated Index for Postal Development, published in the UPU’s Postal Development Report 2022, which was released on 7 October (see pg. 42 for more details). This year’s report, which featured a comparative index providing a comprehensive overview of global postal development across 172 countries, focused on the “Postal journey towards a sustainable future”.

“The report we have unveiled today shows that 2021 was a positive year for postal development. In many countries, the postal sector has not only demonstrated its resilience to the COVID-19 pandemic. It has shown its ability to adapt and find new avenues for innovation and growth – growth that we should build together in a sustainable way, not at the cost of our planet,” said the UPU Director General.

Giving youth a voice

The World Post Day celebration also gave leaders the opportunity to hear from the next generation during a special ceremony recognizing the winners in the UPU’s 2022 International Letter-Writing Competition for Young People. The 51st edition of the competition, which garners more than one million entries annually from children aged 9 through 15, called on participants to write a letter to an influential person about how and why to take action on climate change.

Thirteen-year-old Esra Sümeyye Öz from Türkiye was awarded first prize during the ceremony. Her letter on climate change addressed to all mothers won the hearts of the UPU’s international jury panel.

Reaching out to households across the globe, Esra writes, “My teacher asked me to write a letter to an influential person to draw attention to the climate crisis. I think that mothers are the most influential people in

the world. A mother shapes the world, raises generations, changes societies.”

Announcing the award, UPU Deputy Director General Marjan Osvald said, “Esra’s message is clear: the change starts with us. The values we pass on to the next generation will contribute drastically to their ability to sustain our planet.”

In a question and answer session during the awards ceremony, Esra highlighted the single most important message she hoped readers would take away from her letter.

“Our first teacher is our mother, so we should follow our mothers carefully. If a mother wants it, even the climate may recover,” she said.

Nisal Nasser Salem Al Rawahiyah from Oman, received the silver medal for her letter to Oman’s Minister of Agriculture, Fisheries and Water Resources.

"How can I achieve the dream of my life when the coral reefs are transformed from brightly coloured gardens to a pale white colour? After marine life disappears from the seas and oceans, what will I discover?" Nisal writes.

In third place was Bryaneliza Latchman from Guyana, who addressed her letter to the country's president with several actionable steps to fight the climate crisis.

"Making everyone aware that a problem exists is the first step. I think you should run infomercials via social media. Most kids like myself watch TikTok. My 13 and 16-year-old cousins are on Instagram and my father likes to watch Facebook," she suggests.

Young writers from Algeria, Cyprus, Georgia, Sri Lanka, and Viet Nam each received special mentions in the competition for their letters.

Commitments for 2030

To close the ceremony, guests from the Swiss diplomatic corps joined UPU staff to inaugurate a time capsule featuring messages for their vision for a sustainable future.

Esra was invited to include her letter in the capsule, which also contained a copy of the UPU Resolution C/17.

The capsule will be opened in 2030, in line with the culmination of the UN Agenda for Sustainable Development. **KR**



Statement by António Guterres, Secretary-General of the United Nations, on the occasion of World Post Day 2022

On World Post Day, we celebrate the critical contributions of postal workers in connecting people around the world with essential services that improve their daily lives and boost the development of their communities.

On World Post Day, we celebrate the critical contributions of postal workers in connecting people around the world with essential services that improve their daily lives and boost the development of their communities.

With a global network and universal service mandate to ensure access for all, the postal sector is a key partner in our effort to deliver the 2030 Agenda for Sustainable Development.

The theme of this year's World Post Day – "Post for Planet" – recognizes the many ways in which postal services are finding cleaner, greener means to reach our doorsteps day in, day out.

"Post for Planet" is also a call to action for the postal sector to use its position as a connector between governments, businesses, and people to take a leading role in our fight against climate change.

Working with partners from across the logistics, financial and digital spheres, postal services have the power to catalyze positive actions across a wide range of other sectors.

I thank the Universal Postal Union for leading this call to action and look forward to working together towards a more prosperous and sustainable future for all.



Photo: un.org



"Esra's message is clear: the change starts with us. The values we pass on to the next generation will contribute drastically to their ability to sustain our planet."

Marjan Osvald
UPU Deputy Director General

Guests from the Swiss diplomatic corps joined UPU staff to inaugurate a time capsule featuring messages for their vision for a sustainable future.

World Post Day Statement by the Director General of the UPU International Bureau: "Post for Planet"

We can no longer ignore the climate emergency. Drastic changes in our environment are beginning to have dramatic impacts on our daily lives and livelihoods.

The scientific consensus is clear: human activities are driving climate change. International organizations, governments and civil society have called for urgent action from all sectors to avoid the worst impacts of this crisis.

The postal sector employs more than 5 million people who work from more than 600,000 offices in 192 countries. It delivers hundreds of billions of postal items per year. There is no doubt that the postal sector and its partners have the responsibility to take concrete actions to reduce their carbon emissions. We must drive change within our own sector.

To mark this year's World Post Day, we have chosen the theme "Post for Planet". As a global player in the delivery of goods and essential services, Posts are in a prime position to lead the way for their partners across the entire global supply chain. They can be a front runner to improve climate mitigation, adaptation and resilience within other sectors.

Fighting climate change is no small task. Real action requires real investment, but these investments will pay dividends towards our future.

Action on climate change will also drive progress on social and economic development goals. We must think about our impact beyond our offices, our networks and our borders. Every person, business and nation on this planet has a stake in this fight. We must all work together to secure a better future for generations to come.

I urge the governments of UPU member countries to work with both public and private partners to secure climate investments for the postal sector.

I call on Posts to revive the spirit of innovation that helped them support their communities throughout the COVID-19 pandemic. Use this experience to find innovative solutions that will reduce your carbon footprint, and let it serve as a benchmark for finding appropriate and impactful responses to support your communities.

Finally, I ask the billions of people who use the Post each day to support our sector as we work to build a better, brighter future.

I wish you fruitful World Post Day celebrations.

Masahiko Metoki
Director General

51st International Letter-Writing Competition for Young People: "Write a letter to someone influential explaining why and how they should take action on the climate crisis"

1st prize letter written by Esra Sümeyye Öz, 13, Türkiye



I want to express my gratitude to my dear mama and to all the mothers of the world.

My teacher asked me to write a letter to an influential person to draw attention to the climate crisis. I think that mothers are the most influential people in the world. A mother shapes the world, raises generations, changes societies. I would like to start by expressing my affection and my respect for all the mothers of the world.

Dear mama, I am a child, the Earth is large and I am small. For our ancient and immense Earth to protect us children and leave us a sustainable legacy, you mothers must protect our second mother, the Earth. You must shine a light on our future before the climates change and deteriorate, you must be the first to say "stop" in response to the climate crisis.

When I think back to my childhood, I want to remember flower-filled gardens, white clouds adorning a blue sky, the waves of the sea, busy bees and friendly penguins. To those who are thoughtlessly polluting the environment, I say, stop haunting my nightmares, please. The climate crisis is a universal downfall, a terrible problem triggered by damage caused by mankind to the environment, a deterioration of the balance of gases in the atmosphere, an increase in the greenhouse effect, the consumption of natural resources, an astounding increase in the quantity of waste that is smothering the planet, the use of fossil fuels, for which mankind is responsible. It is causing the extinction of hundreds of plants and animals, and an increase in the quantity of acid in water, our source of life, rendering it unusable.

It breaks my heart to be writing of such things as a child. I feel as though our house has been bombed, my toys broken, my sweets fallen in the dirt. I want to breathe freely, to run in verdant fields, to race against the wind, to dance with the snowflakes, to be soaked by the rain, to blossom like the pollen of flowers the world over. I imagine that our ancient Earth is not a battlefield but a field of celebration.

My dear mama, you know that I have frightening dreams. Well, they are all about the climate crisis. I am afraid, please, mama, help me to overcome this crisis together! The world that children are to inherit is disappearing with the climate crisis, our future is slipping from our grasp, our hopes are fading, our dreams are polluted and our laughter is replaced by tears. I am afraid, mama, I am afraid! Help me, mama, help me!

Dearest mothers, before the climate crisis opens up irreparable wounds in our lives, you must say "stop" to this destruction that could cause irreversible damage. You are mothers, and mothers reproduce, give birth, raise, teach, educate. Mothers bring us into the world, give life...

According to the rules of ecology and divine balance, the Sun's rays upon the Earth should bounce back and disseminate towards the sky, towards space. The greenhouse gases generated by the fossil fuels used without thought surround the atmosphere and create a hazardous layer. This hazardous layer traps the Sun's rays on our Earth, disrupting the balance and causing dramatic global warming. When the natural balance is disturbed, climates change, habitats and laws of nature are perturbed, people are obliged to migrate, animals and plants face a terrible end, species are snuffed out, the

world is shattered by global extinctions. We do not want to perish, we want to spread the universal values and feelings in our hearts beyond our time, such as love for mankind and animals, respect for nature, we do not want to die. We want to fill our lungs with oxygen, transport the love we feel for the creatures under the watch of the Creator across the continents and the ages. We want to live our big, pure and childish loves, of peace, friendship and fraternity. Throughout the world, every living being who has suffered as a result of unexpected natural phenomena such as fires, hurricanes, freezes, floods, whirlwinds, extreme temperatures, makes our hearts bleed. We do not want animals that have committed no crime or sin to die because of climate change.

Dear mothers, to prevent this crisis and the suffering that it causes, it is in your power to say "stop". You can start by reducing our consumption of meat and products of animal origin in our meals. You can take a step forward by ceasing to buy useless items and by avoiding the waste caused by the frenzy for buying that has taken over the world. Without polluting natural spaces, you can tend to the wounds of our ancient Earth by restoring our habitats to their natural state.

Our heroic and devoted mothers, who have so much love, compassion and mercy in their hearts, the day-to-day affairs of this world progress with every step you make. For this reason, every action that you undertake has the power to slow the climate crisis. But how? Feed us naturally, make sure that we eat fruit and vegetables that are in season. Stop the unrestrained consumption of water and save water. The children that you raise can learn habits to save water when they wash, brush their teeth, wash their hands and take a shower. You can avoid plastic. Plastic is an insidious enemy and it exhausts our ancient Earth. You can opt for fabric bags instead of plastic bags, and paper or glass plates instead of disposable plastic plates, cups and straws. You can use flasks instead of plastic water bottles that will not break down in our beautiful natural world for hundreds of years. And you, mothers, you want us children to be happy. Believe me, paper and glass are less harmful than plastic. We children prefer to use things made from these materials, rather than plastic that cannot be broken down in nature.

Dearest mothers, do not forget that a mother guides and influences a child, and that a child changes and strengthens society. The way of life of mothers determines the way of life of their children. Mothers guide us towards the future. For example, if a mother dries the laundry on a line rather than in a dryer, her children will follow her example and turn off the tap to avoid wasting water and switch off unnecessary lights. And so, small precautions prevent major catastrophes. Mothers are guides, with generations following in their footsteps...

Dear mothers, you are the vanguard in an army of nature-lovers fighting against the climate crisis. We children, with you, are there to the end to say "stop" to the global crisis, the climate crisis. We are young, we are ecologists, we are happy, we are free. We love our world very much. We want to leave a clean and undamaged legacy for our children. Therefore, we listen to and support our ecologist mothers to the end, and we follow in your ecological footsteps. We are growing up with hope, love and a happy world.

I salute all mothers who are fighting the climate crisis and who respect the environment.

I send you all my love and best wishes.

Kind regards,

Esra Sümeyye Öz



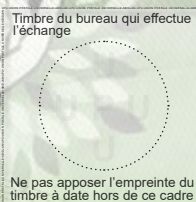
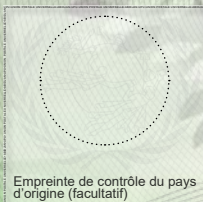


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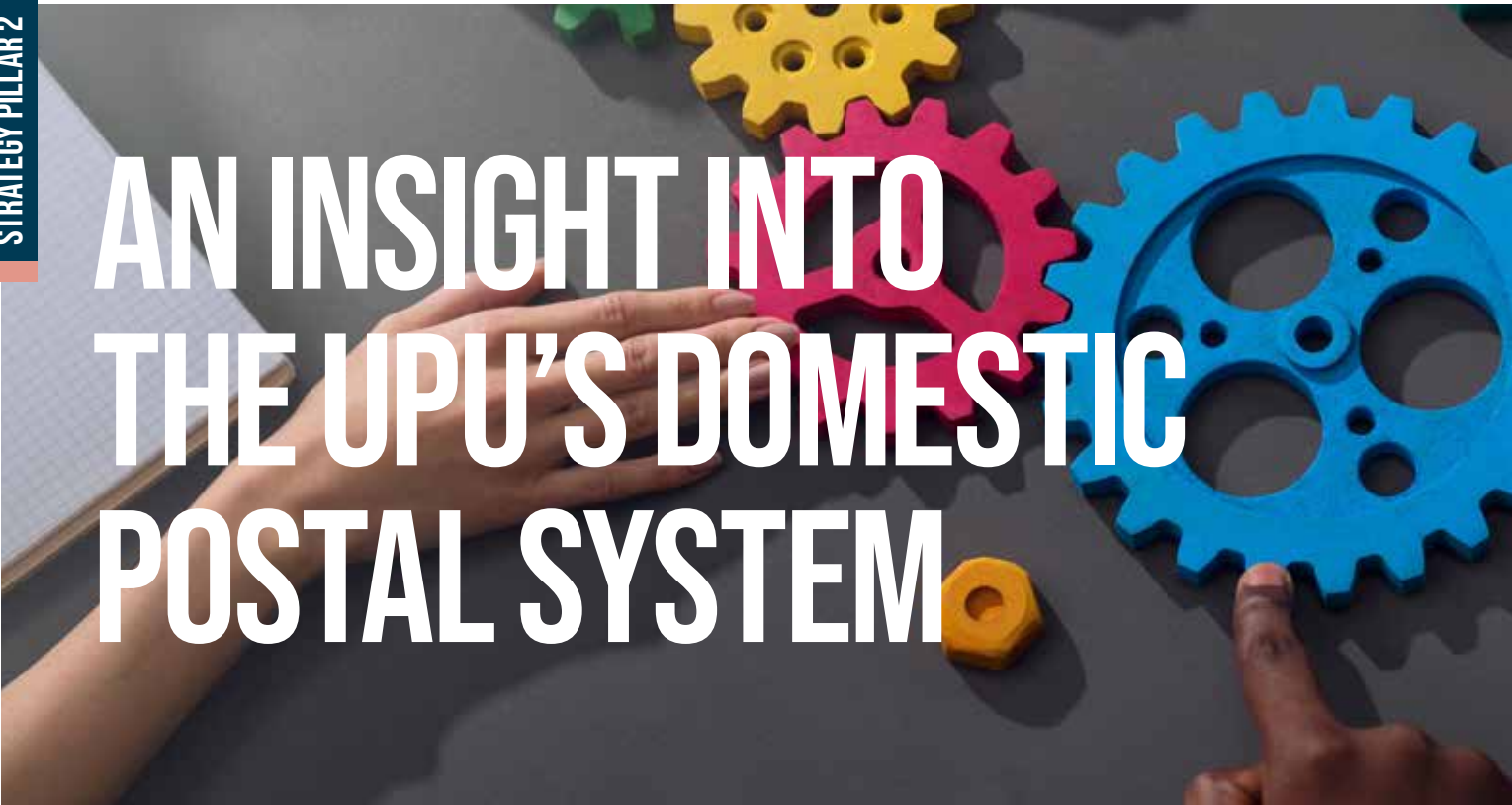
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2023

**IMAGINE YOU ARE A SUPER HERO AND YOUR MISSION IS
TO MAKE ALL ROADS AROUND THE WORLD SAFER FOR CHILDREN.**

Write a letter to someone explaining which super powers you would need to achieve your mission.



AN INSIGHT INTO THE UPU'S DOMESTIC POSTAL SYSTEM

Text by HELEN **NORMAN**

In June 2022, after more than a decade of research and development, the first postal operator went live with the Universal Postal Union's (UPU) Domestic Postal System (DPS) – a new management software solution designed to help posts better manage their domestic mail network.

Developed by the Postal Technology Center (PTC), DPS is a modular system that works alongside the UPU's International Postal System (IPS), Customs Declaration System (CDS) and International Financial System (IFS) to support mail operations in post offices and sorting centres. DPS Mobile, meanwhile, is an Android application to support door-to-door delivery of postal items.

Concrete work on DPS kicked off in early 2019 in a contract established between the PTC and Bahrain Post, who jointly sponsored the development cost. The first release of DPS was announced in August 2021, and Bahrain Post went live in June 2022. Now, according to Paolo Politi, Technical Account Manager – Mail Products and Services at the PTC, a number of other posts are currently evaluating how DPS can benefit their operations.

"The South Africa Post Office is set to go live with DPS in the coming weeks, and several posts all over the world are at different stages of evaluation of DPS as their next production system," he says. "Additionally, a project is ongoing with the Asia Pacific Post Cooperative to equip 10 posts in the region with DPS Mobile for the delivery of international items, leveraging the native

end-to-end integration between IPS and DPS. A later phase of this project is going to extend the number of posts involved and to sponsor additional new functionality."

Development challenges

The PTC set out to develop DPS as a standard solution, which could be easily implemented by any post, no matter where they are based in the world. But as domestic services differ from country to country, the task was challenging, as Politi explains.

"Historically, PTC software has focused only on international mail, which is by nature very standard, with rules defined mainly by UPU. Our IPS, CDS and IFS lines of products are designed to support those rules, and they are used by posts as off-the-shelf solutions, with little customization or none at all. This enables us to implement an economy of scale, where the entire community benefits from functionality requested by one post.

"When some posts using IPS and CDS asked us to develop a solution for domestic postal services, our goal was to replicate that model, by creating a single off-the-shelf solution that could be flexible enough to adapt to the domestic requirements of any postal operator," he continues. "However, unlike international mail, domestic services



“With DPS we help posts to operate a better domestic network, and I am convinced that in future we will witness a positive impact on the end-to-end performance of posts for international services.”

Paolo Politi

Technical Account Manager – Mail Products and Services at the PTC

are quite specific within each post, so catering for all of them in a standard solution is a big challenge. But I believe we have managed to do well on that front.”

Politi notes how DPS contributes well to the PTC core mission, which is to bring technologies to the postal network to support international UPU products. “With DPS we help posts to operate a better domestic network, and I am convinced that in future we will witness a positive impact on the end-to-end performance of posts for international services.”

Today DPS is a modular system, where each module accomplishes a given business need. Administration is the configuration module that enables the system to be tailored to the specific postal needs. Meanwhile, the Back-Office module enables the sorting and dispatching of mail across facilities, as well as P.O. Box subscriptions management and full track and trace functionality, and DPS Mobile is used by delivery agents for door-to-door delivery.

From an end-user perspective, DPS is very intuitive and adaptable. “It can easily be localized in any language, for example,” Politi notes. In terms of integration, from an

IT administration perspective, it can be quite demanding when it comes to hardware resources and maintenance. “This is why PTC recommends, whenever possible, to have DPS deployed in the PTC Cloud, like Bahrain Post, the South African Post Office and the Asia Pacific Post Cooperative members have done,” Politi adds.

DPS also provides standard APIs for integration with IPS and other third-party systems, and bespoke interfaces can be developed for individual posts when required.

Future functionality

Over the next couple of years, the PTC aims to further improve the DPS, adding new features and modules to further assist posts with their domestic operations. “There is still plenty of functionality that we are going to deliver in DPS over the coming years. We are going to release a new DPS version in Q3 2023, for example, which will include an archiving and reporting database, as well as a new component of DPS Mobile to enable mail pickup from the sender’s premise,” explains Politi.

“One of the most awaited new modules, however, is Point of Sale (POS), which will support front-office postal and non-postal transactions. Our current plan is to deliver the first MVP release of POS between the end of this year and the first half of 2024,” he adds.

PTC is now encouraging all postal operators to evaluate DPS to see how it can meet their business needs. “A shared demo environment is available free of charge to any operator who requests it. If you are interested, please contact the PTC helpdesk at <http://support.upu.int>,” Politi concludes. **HN**

ETHIOPOST AND UPU’S .POST – TOGETHER TOWARDS DIGITAL FUTURE

On the margins of the 17th United Nations Internet Governance Forum (IGF) – a multistakeholder forum held in Addis Ababa, Ethiopia, between 28 November and 2 December 2022 – the UPU’s .POST project team engaged with the host country’s postal operator and new .POST Group member, the Ethiopian Postal Service (Ethiopost).

Text by **TRACY HACKSHAW**



Watch the full Lightning Talk recording here
<https://www.youtube.com/watch?v=tT9IyNPbDoo>



In recognition of the critical role that EthioPost plays in Ethiopia's digital economy, the UPU invited its Chief Executive Officer, Hanna Arayaselassie, to speak during its Lightning Talk, organized on the sidelines of the IGF under the theme "The postal sector role in the digital economy".

The global postal network and the UPU have been long recognized as key stakeholders in the development of the Information Society, as reflected in the outcomes of the UN World Summit for the Information Society (WSIS) in 2005. In 2021, the UN Secretary-General's report "Our Common Agenda" put forward the creation of a Global Digital Compact as one of its key recommendations. The Compact, which is coordinated by the Office of the UN Secretary General's Envoy on Technology, will be adopted during the 2024 Summit of the Future and will include the postal sector's inputs, consolidated by the UPU.

To gather postal sector stakeholders' views on how the Post can advance an open and secure digital future for all, the UPU has recently launched a public consultation, which will provide the basis for the sector's contribution to the Global Digital Compact (read more about the consultation [here](#)). This ongoing consultation set the context for the UPU's IGF Lightning Talk, which aimed to further explore the role of the Post as a key driver of digital, financial and social inclusion.

During the session, Arayaselassie was joined by Rodney Taylor, Secretary General of the Caribbean Telecommunications Union (CTU), and Yu Ping Chan, Senior Programme

Officer at the Office of the UN Secretary General's Envoy on Technology. The hybrid discussion was moderated on-site by Tracy Hackshaw, UPU .POST Projects Manager, and online – by Juan Moroni, UPU Digital Transformation Expert.

During her intervention, Arayaselassie reflected on how EthioPost is currently involved in the implementation of the Digital Ethiopia 2025 National Strategy, including through its various partnerships with both public and private institutions. One of the brightest examples of such work is the National ID Programme, under which EthioPost uses its extensive physical network to register and distribute national ID credentials to Ethiopian citizens.

As mentioned by Ethiopia's Prime Minister Dr Abiy Ahmed in his remarks at the IGF's opening, the democratization of knowledge and communication is critical to the harmonious development and socioeconomic growth of the African continent. To this end, Arayaselassie emphasized the relevance of the postal sector's expertise in logistics and the provision of accessible services as the continent enters the digital age.

The session was followed by an on-site visit to the EthioPost's Head Office in Addis Ababa, where the UPU met with Arayaselassie's team, including the post's Chief Information Officer (CIO), Ibrahim Kedir. According to Kedir, EthioPost is well positioned to take full advantage of its digital transformation potential and to fully participate in the global digital economy.

As a new member of the .POST Group, EthioPost has recently registered the domain ETHIO.POST, which Kedir expects to become the focus of the EthioPost's renewed digital agenda.

As a new member of the .POST Group, EthioPost has recently registered the domain ETHIO.POST, which Kedir expects to become the focus of the EthioPost's renewed digital agenda.

The CIO stated his belief that the new .POST domain will provide an identifiable brand for the post and position it as a reliable and trustworthy supplier of digital postal services for the community. Moreover, by using the ETHIO.POST domain, EthioPost will be able to establish a distinctive online identity.

"Our business will stand out and be consistent throughout our digital strategy and marketing materials by using the domain name ETHIO.POST. Having a business email that matches our domain name is crucial for us. It is also important for us to join and use the UPU cybersecurity safe zone environment to minimize risks of cyber-related attacks," Kedir said.

Hackshaw added, "The .POST team and the UPU are thrilled to have the opportunity to work closely with EthioPost on achieving its digital transformation objectives, and we look forward to assisting the CEO and her team with consolidating this success. We also hope to have EthioPost among the foundational members of our forthcoming .POST Digital Centre of Excellence, providing a source of best digital practices for the global postal sector." **TH**

NEW UPU REGIONAL DEVELOPMENT PLANS PUSH FOR INNOVATION AND CLOSER STAKEHOLDER ENGAGEMENT

Text by **TARA GIROUD**

"Governments must provide the necessary enabling environment and ensure that universal postal services are maintained, while postal operators around the world must adapt to the new environment and meet the evolving demands of society and the market through structural reforms, innovative services and constant modernization," stated in the Abidjan World Postal Strategy.

With this new strategy come the Abidjan cycle's Regional Development Plans, through which the UPU will focus its efforts on activities specific to each region.

For the Africa Region, the plan centres on three aspects: capacity building, consultations with countries to better understand their needs, and procurement assistance for countries facing difficulties, such as natural disasters or armed conflict, said

Amadou Bello, UPU Coordinator, Africa Region and LDCs, SIDS and LLDCs.

"African countries made progress," Bello said. Some have adopted solutions in e-commerce or digitalization, yet it's not enough. "We have to push them to be more innovative, because now, if you are not innovative, you cannot survive."

For the Europe and Central Asia Region, this cycle's spotlight on cooperation with governments and regulators is an important shift. "Previously, our main focus was on assisting designated operators, but this underestimated the role and importance of governments and regulators in the development of the postal market and in strengthening the role of the postal network in socio-economic development," explained Andrei Soudakov, Coordinator, Europe and CIS Region and Capacity Development.

Projects include e-commerce development, postal financial services and payment readiness for e-commerce, as well as digital

transformation. The UPU will rebuild its presence in the field to ensure greater effectiveness and a higher level of interaction with regional stakeholders. It is also going to implement more than 70 activities, including consultancy missions, technical workshops, and individual training, Soudakov added.

In the Latin America and Caribbean Region, stakeholder involvement, starting with governments, will be equally crucial for supporting the postal sector as it implements the UN sustainable development goals, said Nicolás Bilhoto, Coordinator, Latin America, Caribbean and Postal Sector Modernization.

"Governments are key in implementing changes and improving the regulatory environment for the postal sector," he said. Projects include e-commerce development and development of postal policies. In the Caribbean, improvements will be made in transportation and connectivity within the region.



Postal services have changed dramatically as global trade and technology have evolved, making the UPU's role of facilitating global communications more relevant than ever, as stated in the new Abidjan Postal Strategy and UPU's development cooperation policy 2022-2025. The newly published UPU Regional Development Plans are designed to help the UPU fulfil this role.

The Asia-Pacific Region's focus this cycle is capacity building for its 19 LDCs, LLDCs, and SIDS by offering training and equipment, said Thakur Subhash Sinha, Coordinator, Asia-Pacific and South-South Cooperation. A million Swiss franc project has been rolled out to supply postal equipment to these countries. Projects in the region are under implementation to improve operations, human resource capabilities, digitization, diversification of services and environmental sustainability, among others.

Last but not least, in the Arab Region, the focus will be placed on helping countries be more resilient, utilizing different strategies for its main postal players, said Hashim Elhaj, Coordinator, Arab Region and Disaster Risk Management. "We've identified some countries in our region who are now in the game of e-commerce," he explained. "We

are offering other activities in postal financial payments to help member countries have a wide basket of services and be more resilient for disasters."

The UPU will offer training workshops, send consultancy missions to help develop action plans, and, in least developed countries, possibly offer equipment, such as servers or computers, to improve the quality of service. Additionally, the region's field presence will shift to include two offices with two regional experts rather than one office.

With these elaborated, needs-based and forward-looking plans, the UPU is well equipped for another four-year journey of innovation and collaboration in support of postal development and the broader sustainable development efforts. **TG**

The UPU will rebuild its presence in the field to ensure greater effectiveness and a higher level of interaction with regional stakeholders.



UPU POSTAL DEVELOPMENT REPORT 2022 HIGHLIGHTS POSITIVE POST-COVID RECOVERY



Text by **KAYLA REDSTONE**

The Universal Postal Union, the UN specialized agency for international postal cooperation, has just released new research demonstrating that the quality of postal services worldwide has improved since the height of the COVID-19 pandemic.

"I congratulate the postal sector for its resilience in overcoming the global challenges of the COVID-19 pandemic and I urge it to keep this momentum of progress and growth in the years to come. The Postal Development Report reminds us that the global postal network is only as strong as its weakest link. The UPU remains at the ready to provide member countries with the tools, knowledge and services needed to ensure each and every link in our network grows stronger each year," said UPU Director General Masahiko Metoki.

Using postal big data and statistics from 172 countries, UPU's Postal Development Report 2022 features a comparative index providing a comprehensive overview of global postal development across four dimensions: reliability, reach, relevance and resilience of postal services.

The index is a next generation tool for the UPU and its member countries as

they strive to ensure universal access to high-quality, modern services – including logistics for e-commerce – via the Post.

For the first time, the report proposes 10 postal development levels. Austria, China, France, Germany, Japan and Switzerland's postal networks have all reached the top tier – achieving postal excellence. A majority of countries have started making progress, demonstrating a global strengthening of the sector.

This positive news is bolstered by data showing that the decline in domestic letter-post volumes has slowed for the first time in a decade. According to the research, postal operators also showed signs of taking advantage of growing opportunities in the parcels and logistics market – today's lion's share of the postal business.

The 2022 edition of the report also noted several countries have made significant strides. This includes Armenia, Egypt and Estonia, which achieved the highest score progressions compared to the previous year.

Cameroon, Colombia and Saudi Arabia were recognized as regional leaders in the 2022 index.

Despite demonstrating the collective progress of the sector, the index also highlighted that countries' postal development still remains skewed towards the lower development tiers – particularly in terms of reach and relevance indicators. In order to keep up with global cross-border e-commerce needs and contribute to the overall development of delivery markets, postal operators will need to improve their overall connectivity and strengthen their business models.

The report also makes connections between reductions in the postal carbon footprint and successful postal development, highlighting how the index's components can provide insights for the preparation of mitigation plans to avoid negative environmental impacts of postal activities. **KR**





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YOUTH INVITED TO ADVANCE SUSTAINABILITY AND DIGITALIZATION WITH CORREOS

by TARA GIROUD

In a special three-day programme, students from around Madrid saw their understanding of Spain's postal operations broadened, their critical thinking and teamwork skills stretched, and their creativity showcased during Correos' participation in the 4th ESO + Business Programme.



This event, developed by the Madrid Regional Department of Education, Universities and Science, connects students in their fourth and final year of compulsory education, called the 4th ESO, with participating organizations, such as Correos, to learn about their business.

And at Correos, these students do more than observe the post's inner workings, it's a real hands-on experience.

"The youngest people, in general, associate Correos with the business of letters only, and we provide them a broader vision of e-commerce, other new businesses, digitalization, internationalization, and our commitment to the environment and climate change, among others," said Elena Fernández-Rodríguez, Director of International Affairs and SDGs.

Education is a key focus for Correos. Within the framework of the post's SDG Alignment Model, Correos has carried out several

initiatives that highlight its commitment to the community, Fernández-Rodríguez said, particularly regarding education.

"We believe that, by participating in this programme, in addition to bringing students closer to the activities carried out by Correos, we can provide them with new points of view and different perspectives that will also be useful to them in their daily lives," Fernández-Rodríguez said.

The programme brought together young people from different neighbourhoods. Nearly 100 schools applied to send students to Correos. The post was able to offer places to approximately 40 students, two per school.

Students learned about the post and were given a tour through a logistics centre. But it wasn't just passive learning experience, they were given a task: students were assigned business challenges to address: "Can Correos be a benchmark in an increasingly

digital world?" and "How can we create sustainable and circular packaging?"

The students worked in teams of four to develop a product or service that addressed these challenges and took the development through the pre-prototyping phase, taking into consideration the target audience, Fernández-Rodríguez said. These activities allowed them to develop skills such as critical thinking, team building, and creativity.

Solutions ranged from a video game to learn geography and the history of Correos to an app that facilitated sending of parcels while allowing customers to get to know each other through the platform, she explained.

"We believe this initiative is a good example of how companies can engage with the society further from the usual provision of services they offer," Fernández-Rodríguez said. **TG**

LA POSTE STRENGTHENS ITS COMMITMENT TO COMBATTING VIOLENCE AGAINST WOMEN

by HELEN NORMAN

French postal operator La Poste Groupe has reaffirmed its commitment to fighting violence against women by strengthening its partnership with France's National Federation of Women's Rights Information Centers – FNCIDFF, Fédération Nationale des Centres d'Information sur les Droits des Femmes et des Familles – and joining the One In Three Women campaign – the first European network of companies dedicated to detecting and preventing violence.

The news came as UN Women – the global champion for gender equality – campaigned to end violence against women and girls as part of its "16 Days of Activism against Gender-Based Violence," which was launched on 25 November (the International Day for the Elimination of Violence against Women) and ran through to International Human Rights Day on 10 December.

"The fight against domestic violence is a very serious subject that affects our entire society," said Florence Wiener, Director of Social Strategy and Quality of Life at Work at La Poste Groupe. "In France, one in 10 women suffer physical or sexual violence in their lifetime, most often at the hands of a partner or ex-partner. Companies are an appropriate place to combat this problem, as employees spend a third of their time at their place of work, where contact with their aggressors is reduced. La Poste considers that it has a duty to take an active role in this fight."

La Poste has been taking this "active role" for many years, according to Wiener, by taking actions to combat domestic violence and provide support to postal workers who are victims. "Through its 200 social assistants, who liaise with specialized associations throughout the territory, La Poste offers psychological support, advice on access to rights, financial assistance and paid days of absence to carry out the necessary formalities," explained Wiener. "When necessary, it is also possible for victims to change their place of work and receive assistance with relocation for themselves and their children."

La Poste also provides information to the public via its post offices on emergency contact numbers and the special 3919 number, which has been implemented by the French authorities. More recently, La Poste has also publicized the contact details of information centres dedicated to the rights of women and families.

"Companies are an appropriate place to combat [physical or sexual violence], as employees spend a third of their time at their place of work, where contact with their aggressors is reduced."

Florence Wiener

Director of Social Strategy and Quality of Life at Work at La Poste Groupe



In its partnership with the FNCIDFF and with the support of the French Minister for Gender Equality, Diversity and Equal Opportunities, La Poste supports women who need to regain their financial independence. "To this end, La Poste will undertake initiatives to help such women find employment in the processing and delivery of mail," Wiener added.

Meanwhile, in its role as an active member of the One In Three Women network, which is coordinated by FACE (Fondation Agir Contre l'Exclusion) – a foundation for action against exclusion – La Poste has signed a charter against domestic violence. "In so doing, La Poste has reiterated its commitment to fighting violence against women and has enhanced various initiatives already in place," Wiener explained.

"By joining this network of 80 businesses, La Poste will benefit from the experience of the One In Three Women network, from best practices to better detect and prevent violence, and from training and awareness

tools aimed at managers and its HR department," she added.

Wiener also noted that it is not just women that are supported through its domestic violence initiatives. "La Poste is aware that men can be victims too," she said. "For this reason, the group provides support to all postal workers who have suffered domestic violence, regardless of their gender, gender identity or sexual orientation. However, most victims are women."

Wiener believes that La Poste is well positioned to support victims of domestic violence since it is present throughout the country, every day. "With 180,000 employees – 52.7% of whom are women – it is an unfortunate fact that members of La Poste's workforce regularly suffer domestic violence," she said. "La Poste can identify these employees, to provide them with support and to guide them towards specialized associations. La Poste currently provides support to several hundred people every year." **HN**

"Through its 200 social assistants, who liaise with specialized associations throughout the territory, La Poste offers psychological support, advice on access to rights, financial assistance and paid days of absence to carry out the necessary formalities."

Florence Wiener

Director of Social Strategy and Quality of Life at Work at La Poste Groupe

CORREIOS ROLLS OUT RFID TRACKING WITH SUPPORT FROM UPU AND CONSULTATIVE COMMITTEE MEMBER GS1



Brazilian postal operator, Correios, has been working closely with the Universal Postal Union (UPU) and GS1, a not-for-profit organization dedicated to the design and implementation of global standards for visibility in supply chains, to improve tracking of postal cargo through its sorting hubs using UHF RFID technology.

Correios Brazil has implemented RFID tags on cargo containers, which hold hundreds of packages, and installed around 2,000 readers at the entry and exit points in operational units, to better track letters and parcels through its network. This has been done in partnership with the UPU via its Global Monitoring System program and GS1. The RFID tags include the GS1 Serial Shipping Container Code (SSCC) standard as postal item identifier.

According to Correios, this is the first project worldwide for tracking postal cargo using UHF RFID technology. Correios has also decided to keep its established tracking process, which uses barcodes, alongside the new RFID system as some challenges regarding the roll out of RFID remain.

The UPU assisted Correios with the selection of the technology for RFID tracking to ensure procurement was done in the most efficient and cost-effective way. Therefore, passive RFID tags, rather than active, were chosen to keep costs low. Furthermore, thanks to the UPU's partnership with GS1, Correios used tags with the most used standard (GS1 SSCC) for rapid adoption of the technology, even outside of the postal sector.

Through the RFID technology Correios can now track and manage cargo containers and their contents more accurately as they enter and exit distribution hubs – without the need to manually scan barcodes. Furthermore, certain mail items passing through Correios' hubs also have their own RFID tags for better tracking. These tags use GS1's Scan4Transport (S4T) standard, which is a new global standard for encoding transport data on a postal label. According to GS1, the S4T standard can capture the core data needed to help with first mile delivery, sortation, and last mile.

Correios customers can also purchase RFID labels for their own orders. One customer now trialling this is Brazilian shoe manufacturer Via Marte, which has inserted RFID tags using GS1 global standards, into its products for faster identification through Correios's mail stream, and to minimize delivery errors.

Antonio Caeiro, Quality Measurement Programme Manager at the UPU said, "GS1 standards are used domestically, as required by Brazil Post, for the purpose of ensuring interoperability with domestic customers sending domestic items tagged with RFID via post. UPU standards are also in use to ensure interoperability between UPU member countries exchanging international items tagged with RFID."

To date, Correios has purchased 27 million RFID tags encoded with GS1 SSCC keys. Those tags also have a GS1-128 barcode printed on it, which enables a "matching" process with the UPU's S10 code at 237 Correios agencies. In the next tender, Correios will purchase the so-called "integrated label", where the tags will encode a SSCC and have a S10 printed on them, which will eliminate the SSCC + S10 matching process established today.

The success of the Correios' RFID project is in part thanks to the strong partnership the UPU and GS1 has developed over the past decade. In 2010 the two organizations signed a memorandum of understanding to look at developing an RFID-based automatic product identification system for the postal network. Over the years, GS1 has worked closely with the UPU's GMS team to see how its standards could help with postal tracking.

Then in mid-2019, GS1 became an official member of the UPU's Consultative Committee, which represents the interests of the wider postal sector and provides a framework for effective dialogue between posts and the UPU, and stakeholders, including NGOs, standardization and financial organizations, suppliers of goods and services to the postal sector, transportation entities, and other organizations which have an interest in supporting the UPU's mission and objectives.

"The successful collaboration between GS1 and Correios, resulting in highly competitive and efficient solutions in e-commerce is a perfect example of how wider postal sector players, such as GS1, and designated operators, such as Correios, create value and increase the competitiveness of the postal sector", added Walter Trezek, Chairperson of the UPU Consultative Committee.

"The successful collaboration between GS1 and Correios, resulting in highly competitive and efficient solutions in e-commerce is a perfect example of how wider postal sector players, such as GS1, and designated operators, such as Correios, create value and increase the competitiveness of the postal sector"

Walter Trezek

Chairperson of the UPU
Consultative Committee

On July 1, 2022, the Consultative Committee rolled out a new membership structure as part of the International Bureau's aim to open the union to more private sector players and in turn help designated operators accelerate transformation through digitalization. **HN**

Find out more about the new Consultative Committee structure



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IN FOCUS

by MAKIKO HAYASHI

ASIA & PACIFIC

AUSTRALIA

AUSTRALIA'S parcel collection network (HUBBED) has welcomed Parcelpoint enabling HUBBED's innovative Pick-Up-Drop-Off (PUDO) network locations to broaden, making it the country's largest provider of alternative delivery options for online and parcel shipping for customers, retailers and logistics. The CEO of HUBBED stated that "collection points are a more environmentally friendly delivery option allowing customers to make 'greener' choices, together with carriers and retailers that can benefit from the acquisition by increased efficiencies with a new extended coverage."

(Source: postandparcel.info)

CAMBODIA

CAMBODIA POST upgraded its Office of Exchange, modernizing it with improved mail handling equipment and a more efficient workflow in only 12 months. The success was owed to a collaboration between the Cambodian project team, the Japan Post and the Ministry of Internal Affairs and Communications of Japan together with the Universal Postal Union. The security and compliance of outbound mail is expected to improve with new x-ray scanners. From a customer perspective, the visibility of their mail journey has been enhanced as the Post can now inform them of their expected deliveries.

(Source: UPU News & Media)

CHINA

CAINIAO (CHINA SMART LOGISTICS NETWORK), the logistics arm of Alibaba Group, has signed an agreement with DHL e-Commerce Solutions. In its first phase, the two companies plan to invest EUR 60 million to install parcel lockers across Poland. With this initial rollout will form one of Poland's largest access point networks besides the 1,200 that are already in operation. The country is rapidly growing its e-commerce market in Europe, which is expected to double by 2027 and 40% of consumers have expressed their preference of using parcel lockers. Both partners are working to merge their existing parcel locker networks allowing consumers to benefit from immediate and seamless access to new DHL and Cainiao services.

(Source: postandparcel.info)

INDONESIA

POS INDONESIA has shown its commitment towards realizing the Indonesian government's carbon neutrality target through the use of electric vehicles and solar power plants. This commitment was initiated during the G20 Summit held in Bali at the end of 2022. Preparation included arranging cars, large six-wheeled cars, and motorcycles that were used for a reinforced logistical support and mail distribution during the summit, additionally extending to the switch of 100 vehicles to electric and ensuring their energy was sourced from solar power.

(Source: antaranews.com)

PAKISTAN

PAK POST offered free cards to customers on the occasion of Eid, a feast of fast-breaking, commemorating the end of the holy month of Ramadan. This project was part of Pak Post's aim to revive the tradition of sending Eid cards as the Internet has rapidly diminished the number of physical cards sent. Customers were offered Eid cards free of charge during this festive season when sending out parcels and gifts at the counters of all general post offices.

(Source: urdupoint.com)

SINGAPORE

SINGPOST and MO Batteries Pte Ltd have announced a trial project with electric motorbikes using swappable batteries. This pilot project is part of the regulatory sandbox which was granted to MO by Singapore's Land Transport Authority. In view of working better for the planet and delivering a greener Singapore, SingPost is committed to make its transition to a full electric fleet by 2026 and lead the country's green efforts. MO's Co-Founder added that a successful trial would "provide a powerful demonstration of the ease and benefits of going electric."

(Source: postandparcel.info)

ARAB REGION

SOUTH KOREA

In South Korea, **FedEx EXPRESS (FedEx)** has bolstered support for cross-border trade and e-commerce growth in the country through the launch of its new FedEx Incheon Gateway at Incheon International Airport. This new facility offers businesses the opportunity to access the global market, as well as more possibilities for e-commerce and cold-chain shipments. Kawal Preet, President of the Asia-Pacific, Middle East, and Africa (AMEA) region at FedEx Express, adds that “the new facility, built with sustainability in mind, also brings us one step closer to becoming carbon neutral by 2040”.

(Source: postandparcel.info)

THAILAND

Celebrating its 140th anniversary, **THAILAND POST** launched its first crypto stamp series marking a new page in its history. The launch demonstrates the Post’s new policies on e-commerce, digital transformation, as well as its 2023 priority to attract younger customers, including Gen Z, towards stamps. With rapid advancements in technology, most younger people have never used stamps or have even touched one. By adding a digital asset to the physical stamps, the Thailand Post hopes to attract and establish a new stamp community, blending history and tradition with new technology.

(Source: postandparcel.info)

JORDAN

Celebrating **THE JORDAN POST** announced the activation of its new e-payment gateway service, the “Ilaaf” card. The new service allows the users to design their own cards depending on their needs and preferences. The advantages of this service include the ability to pay at any local or international salespoint, easily shop online, pay bills through the application, make international transfers and purchase electronic vouchers.

(Source: zawya.com)

KUWAIT

In December 2022, the Undersecretary of the Ministry of Communications announced the signing of a contract from February 2023 directed at improvements in postal sector related to customs clearance, transportation, sorting and distribution of express mail, parcels and postal packages, and home delivery. This contract was signed with the objective to greatly improve quality of postal services provided to customers seeking home delivery and collection of parcels. A new **KUWAIT POST** website (kuwaitpost.moc.gov.kw) has recently been dedicated enhance the delivery process and reduce the chances of misdirected packages.

(Source: kuwaitlocal.com)

LIBYA & TUNISIA

THE POSTS OF LIBYA and TUNISIA have agreed to partner on the handling and dispatch of international shipments. The primary goal of this collaboration is to strengthen bilateral cooperation between the two postal services in sharing expertise and proven practices between the two. Several programs are underway to advance financial, digital, and logistical services together with upskilling of human resources. Training sessions were set to be conducted for Libyan Post employees and executives at the Postal Training Centre, as well as through online trainings.

(Source: zaywa.com)

MOROCCO

THE POSTAL SECTOR OF MOROCCO is expected to modernize with the launch of a project for a bi-lateral cooperation with the EU. The project aims to cover the creation of a postal market observatory and enhancing the institutional and methodological power of the Moroccan postal sector. The EU including some of Morocco’s largest foreign investors, bilateral meetings with officials on policies of the postal sector follows after existing cooperation in the field of politics, economy, society, and culture.

(Source: moroccoworldnews.com)

OMAN

In Muscat, Oman, the pilot phase testing a series of drone flights by the **ARAMEX FUTURE DELIVERY PROGRAM** in partnership with AI drone logistics company UVL Robotics was completed. This first phase of the program will be followed by a transition of Aramex's fleet to emission-free electric and hydrogen fuel cell vehicles. The pilot tests saw a fully autonomous drone to deliver parcels safely and efficiently across various conditions in the city of Muscat, including varied terrain, distance and weather conditions.

(Source: aramex.com)

QATAR

QATAR POST has installed a new parcel sortation system based on autonomous mobile robot (AMR) technology developed and supplied by Libiao Robotics. The traditional fixed tilt-tray and crossbelt conveyor-based sortation systems which have historically been used for parcel service operations have been replaced by sortation robots. They are designed to be more cost-effective and flexible as they require less floor area to achieve the same parcel throughput as that of a conveyor-based sorter. The AMR-based systems are scalable and additional robots may be installed as and when they are required.

(Source: Parcel and Postal Technology International)

SAUDI ARABIA

The Ministry of Human Resources and Social Development of Saudi Arabia officially announced the first phase of the 'Saudiization' or the Saudi nationalization scheme of postal and parcel services throughout all regions in the Kingdom, targeting 100% localization of employment related to postal and parcel services. A special fund named the 'Hadaaf' or the Saudi Human Resources Development Fund is in place to provide support for recruitment and provide access to support programs aiming to reduce unemployment rates in line with the Saudi Vision 2030. This includes increasing women's economic participation rate. From January to September, the Ministry has already increased the number of Saudi workers in the private sector, with the unemployment rate in the Kingdom showing a 0.2 percent decrease in the second quarter of 2022, from 6 percent in the first quarter to 5.80 percent.

(Source: arab.news)

SYRIA

In response to the recent earthquakes hitting Southern Turkey and Northern Syria, **FedEx** provided USD 1 million of shipping services in addition to a donation of US 100,000 in February to the American Red Cross to support recovery efforts in both countries. These recovery efforts included essentials such as first aid, water and blankets, setting up temporary shelters, providing psychological support and medical aid.

(Source: Parcel and Postal Technology International)

UNITED ARAB EMIRATES

FedEx EXPRESS (FedEx) attempts on its first EV trial in the UAE, one of its first countries in the Middle East and North Africa. This will be the first step towards reshaping its FedEx Express fleet which requires the right technology for a successful integration of its one-ton electric trucks. This is also the first trial in the Arab region is part of FedEx's ambitious efforts to achieve carbon-neutral operations globally by 2040. In addition, these trials line-up with the UAE's Net Zero by 2050 strategic initiative, the host country of the 2023 United Nations Climate Change Conference (COP 28).

(Source: postandparcel.info)

UNION POSTALE

Advertising rate card 2023

Union Postale is the Universal Postal Union's flagship magazine, founded in 1875. Each issue is published quarterly in several languages, giving advertisers a regular opportunity to reach out to their audience.

Some 12,000 copies of Union Postale are sent to named distribution lists annually. The bulk of these readers are the top decision-makers from national Posts and ministries from the UPU's 192 member countries. They include chief executives, operations managers, technical experts, industry regulators and government ministers.

Around 1,000 further copies of the magazine are also distributed each year during meetings of the UPU's decision-making bodies, the Postal Operations Council and Council of Administration, attended by thousands of delegates from member countries and special industry events, such as Post-Expo.

An advertisement in Union Postale reaches a truly international audience.

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"I like Union Postale because it offers me information on select postal developments."*

"I like Union Postale because it keeps me informed."*

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UNION POSTALE magazine

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**From the 2019 readership survey*

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