

Focus on Regulatory Agenda

Central and Eastern European CEO Forum

“What is the importance of the regulatory agenda and how to influence it?” - that was the leading question posed to 25 top executives and CEOs from 15 countries present during PostEurop’s own CEO Forum held in Budapest, Hungary on 14-15 April 2010.



At a time of change for Europe, the political and regulatory landscapes are forced to adapt to the changing environment. During the conference, participants discussed the strategic relationships with government and regulators which may directly or indirectly influence how Central and Eastern European Postal Operators evolve towards the future.

A selected group of speakers shared their experiences and various internal and external perspectives on the topic to further enrich the discussion.

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CEO Forums

- The PostEurop Central and Eastern European CEO Forum is focus on bringing together CEOs from across the regions and providing them with an opportunity to discuss pertinent issues which influence the future of the European Postal sector behind closed doors.
- It is also the perfect opportunity to meet and network with peers from other countries and exchange ideas.
- More info on www.posteurop.org

Regulatory Affairs

- Since 1993, Regulatory Affairs has been a key focus for PostEurop and its members. The strategic objective of Regulatory Affairs is to contribute to shaping the European and international regulatory environment.
- The European Affairs Committee (EAC) and the International Affairs Committee (IAC) are the two bodies in charge of implementing these objectives.
- More info on www.posteurop.org.

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UPCOMING MEETINGS



- **6-15 JUN** - Process Review, Belarus,
- **12-20 JUN** - Planète Timbres” Stamp exhibition, Paris, France
- **15 JUN** - 11th World Mail Awards, Copenhagen, Denmark
- **15 JUN** - World Postal Retail Networks Seminar, Copenhagen, Denmark
- **15-16 JUN** - Health and Safety WG meeting, Brussels, Belgium
- **15-17 JUN** - WorldMail & Express Europe, Copenhagen, Denmark

Info & Subscription on: www.posteurop.org

From The Editor



Dear Members and Colleagues,

First of all, thank you for the positive feedback and further contributions which helped us further develop the new PostEuropNEWS for the benefit of our readers.

As we draw closer towards more markets opening on 1 January 2011 therefore, **“Regulatory Affairs remain high on the agendas of European Postal Operators.”** therefore, this issue of PostEuropNEWS will focus on activities addressing regulatory affairs.

We have included in this issue highlights of various events including the Central and Eastern European CEO Forum held in Budapest and the high level conference in Valencia.

In addition, we had the pleasure of interviewing Mr. Kamil Kiljanski, head of postal unit at the European Commission to find out more about him and his thoughts on Postal Liberalisation.

We also received letters from the Albanian Post and Turkish Post who recently underwent process assessments as part of the successful Quality of Service program offered to members.

We hope that you enjoy this issue and looking forward to your feedback and contributions.

Cynthia Wee
Communications Manager
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NEWS IN BRIEF

- **Moya Greene as New Royal Mail Chief Executive.** Royal Mail Group announced the appointment of Moya Greene as Chief Executive. Ms Greene, who will take up the post in the middle of July, is currently President and Chief Executive Officer of Canada Post Corporation.
- **The World Mail & Express Europe Conference,** which will take place on the 16 & 17 June at the Radisson Blu Scandinavia Hotel in Copenhagen, boasts a comprehensive list of high-end speakers from across the world, who will deliver presentations on the key challenges that face the industry today and tomorrow.
- **PostEurop and UPU invest in quality of service.** Botond Szebeny, Secretary General of PostEurop, and Edouard Dayan, Director General of the Universal Postal Union (UPU) signed an agreement on a multi-year integrated project to improve the quality of mail exchanges in the Eastern European countries at the Postal Operations Council session in Bern, Switzerland.
- **European Postal Operators** were quick to respond to the delivery disruption of millions of letters and parcels throughout Europe and internationally when the European aviation crisis caused by the volcanic eruption in Iceland which began on Thursday, 15 April 2010.
- **France Groupe La Poste unveils “Ambition 2015”** strategy on 15 April 2010 and presented its core strategy for the next five years, including higher medium-term profits and express and parcels growth to compensate for an expected 30% decline in mail volumes. .
- **Russian Post and Poste Italiane teamed up** to develop hybrid mail services and postal financial services in Russia. The two CEOs - Alexander Kiselyov and Massimo Sarmi, signed agreements which provide the basis for further productive cooperation between the two national postal operators. The cooperation aims at the mutual interchange of experience and bringing in new technological and intellectual resources for developing high-tech segments of the Russian postal industry .



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Participants were given plenty of opportunity to share their respective opinions and network amongst peers in an open and formal atmosphere, behind closed doors.

This successful premier event was hosted by Magyar Posta, in the heart of the capital - Budapest. Mrs. Ildikó Szűts, CEO for Magyar Posta warmly welcomed all guests and hosted a grand dinner on behalf of Magyar Posta at the historical building of Hungarian Academy of Sciences in

Budapest surrounded by marvellous 19th century architecture.

The CEO Forum concluded positively with a follow-up event to follow later on the year, at the PostEurop Plenary Assembly. A similar event will be held next spring. Participants were able to leave just-in-time before the travel chaos swooped in due to the ash clouds coming from Eyjafallajökull volcano in Iceland.

Turn to page 3 for pictures of the CEO Forum



Speakers clockwise: Bernard Damiens (Chairman, PostEurop), Ildiko Szuts (CEO Magyar Posta), Robin Nuttal (Partner McKinsey), Elmar Toime (EToime Consulting).



Top: Emir Hajric (Dep CEO, BH Posta), Milan Dunovic (Head of International Postal Operations, BH Posta) and Johnny Thijs (CEO Belgian Post) during the forum.

Right: Aivar Veiss (Board Chairman, Latvijas Pasts) and wife arriving at the formal dinner
Below Marcela Hrdá (CEO Ceska Posta) and Milen Kerenedchiev (CEO, Bulgarian Post)



Visit Our Photo Gallery: www.posteurop.org/ceoforumphotos

LISTENING SESSIONS ON THE NEW POSTEUROP CORPORATE GOVERNANCE

As the postal industry evolves, PostEurop evolves with it. The new corporate governance model – a development of the Vilamoura strategy implementation is aimed at better supporting PostEurop members today and in future activities.

Endorsed by PostEurop Management Board, a series of listening sessions in the form of workshops will be organised tentatively by region for member representatives beginning 23 June till 6 July 2010.

These workshops conducted by PostEurop Chairman, Bernard Damiens and Secretary General, Botond Szebeny will further introduce the plans related to the new corporate governance model and allow members to participate in discussions during this developmental stage. The outcome of these listening sessions will be communicated during the upcoming PostEurop Plenary in Vaduz, Liechtenstein and a decision will be taken by all members.

For more information on the new PostEurop corporate governance model and participation on listening sessions please contact PostEurop Secretary General, Botond Szebeny (botond.szebeny@posteurop.org)



SCHEDULED

Nordic Countries: 23 June in Stockholm
Western Europe: 29 June in Brussels
Central & Eastern Europe: 6 July, Vienna

International Affairs Committee (IAC)

UPU AND RESTRICTED UNIONS WORKING GROUP MEETING IN WARSAW

On 8 April 2010, 23 active delegates representing 17 postal operators and PostEurop representatives met at the UPU and Restricted Unions Working Group meeting held in Warsaw.

The main focus of the meeting was on the preparation to the upcoming annual session of UPU Postal Operations Council (POC) in Berne.

Besides the reports on the developments in POC Committees and Joint CA/POC Committees, group members discussed also strategic topics related to the reform of the Union and UPU Strategy.



Participants were also informed about the outcome of the joint meeting of Letters and Parcels Working Groups which was held in March in Rome, where proposals to amend Letter Post and Parcel Post Regulations were discussed in detail. The list of proposals was presented and sent out to Members after the meeting and they were asked for their opinions on the proposals.

Additionally, a debate was held on how to proceed with the reform of the Union issue and it was decided to form a small working group which will focus on this issue.

In preparation to the next UPU Strategic Conference, members decided to prepare PostEurop contribution paper which will be drafted by De Post/La Poste Belgium and all members were asked for their contributions.

Yves van Onsem (PostEurop) updated UPU and Restricted Unions Working Group members on the latest developments concerning cooperation between PostEurop and UPU and activities carried out under the framework of UPU Regional Development Plan.



European Affairs Committee (EAC)

POSTAL DIRECTIVE WORKING GROUP MET IN BRUSSELS

Regulatory experts from 23 postal organisations met during the PostEurop Postal Directive Working Group meeting held in Brussels on 10 March 2010. Chaired by Mr. Joost Vantomme, the objective of this meeting was to ensure continuance of an effective dialogue amongst members. Hence, participants were able to provide and share regulatory and legal development updates on activities affecting the postal directive. The PostEurop extranet provides members with the means of regular updates with regards to implementation of the new directive to respective national law.

Members also had the opportunity to meet two key members of the European Commission being the new head of postal unit, Mr. Kamil Kiljanski and administrator, Dr. Robert Pochmarski during the meeting. Both guests were invited to present and participate in an interactive

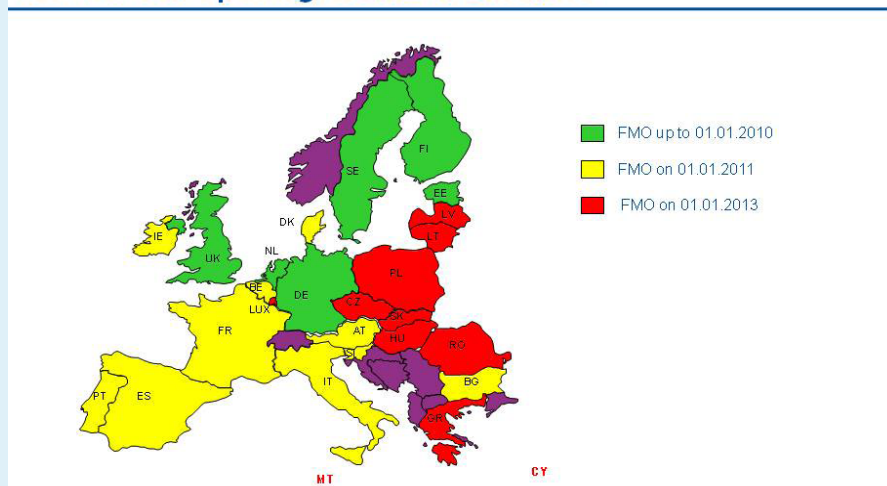
session in an open and highly constructive environment which continued during lunch. Members appreciated discussions as well as the opportunity to get-to-know both guests.

Mr. Kiljanski informed participants of a High level conference of the European Commission to be held in Valencia on 32/9/30 April 2010 (Spanish presidency of the EU) in which European Union officials will meet with Ministers, regulators and industry officials to discuss the postal regulatory agenda and economic developments in light of the broader digital agenda.

Participants also had the opportunity to listen-in on two new postal act implementation case studies: in Austria and France with key learning, followed by a valuable discussion and take-away.

The meeting concluded with further discussion and action points relating to CERP and the WIK studies for the European Commission. Indeed, a position paper on the recent WIK study on the role of regulators in a more competitive market has been adopted by PostEurop and has been voiced to the various relevant stakeholders.

Full Market Opening: Status & Schedule



INTERVIEW WITH KAMIL KILJANSKI, HEAD OF POSTAL UNIT AT THE EUROPEAN COMMISSION

Following the PostEurop Postal Directive Working Group meeting held on 10 March 2010 in Brussels, we were able to conduct a one-on-one interview with Mr. Kamil Kiljanski, new head of Postal Unit for the European Commission. We asked some candid questions to find out more about him, his

new role and his expectations on the postal directive.

Q I understand that you are new to this role. Can you tell me a bit about your background?

My academic background is economics, but I also did an LLM in EU law at King's College London. After graduation I worked for 3 years in the City as a senior economist for a microeconomic consultancy, LECG. After that, in 2003, I joined the newly created Chief Economist Team at DG Competition where I stayed for 6 years.

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Q I understand that you held the position of economist at DG Competition. What attracted you accepting the challenges at DG Market?

One should welcome change. After 10 years of being an economic analyst it was time to try out some managerial roles. And postal is a network industry where competition is still in an experimental stage, so that sounded like a sensible fit to my telecom and antitrust experience.

Q As a Belgian resident, how do you view the “postal service” in Belgium and across Europe?

My postman remains very kind to me so I guess he does not know I had changed jobs. My letters are mainly utility bills, so only my children remain excited to open our post box. Though I also get my ‘mail moments’ with parcels I ordered on-line. Sometimes these are left in mysterious places next to my porch, so it all turns into a family treasure hunt. Unless it rains and there are books in the parcel, that is...

Q How do you view the postal market from an economist perspective?

Economist should not view it differently than consumers and business experts: a labour intensive network industry, SGEI, in a need to reinvent itself in view of electronic means of communication. Personally, I place a lot of hope in the innovation that new entrants might bring. And I am less focused on theoretical modelling whether entry is possible and where it is likely. So, to use the jargon, I could do with more Hayek, and less Walras.

On Postal Liberalisation

Q How well do you know PostEurop?

I am getting familiar with the work of PostEurop through the activities and contacts the Commission has directly with PostEurop or indirectly with its individual members. I believe its role and work is very important in terms of useful input for

wider discussion and reflection.

Q What are your expectations from PostEurop and in particular the Postal Directive working group?

PostEurop’s members are key players in the EU postal market. An open dialogue between them and the Commission, and in particular with the Postal Directive group, is important to address the core regulatory challenges posed by the implementation of the Postal Directive, by also taking into account the changing market and technological environment.

Q How involve would you like to be in the ongoing dialogue between postal operators?

As you know postal reform has been a process of great transparency, participation of all stakeholders and broad consensus in the European Parliament and the Council - the EU legislators. We intend to continue this transparent process also in the implementation phase. We are, therefore, meeting postal operators and other stakeholders regularly and I can only welcome this transparent and open dialogue.

Q In your opinion, what are the key challenges that Universal Service Providers (USPs) face with e-economy?

I would be well advised not to prescribe operators how to conduct their business in a changing communications environment. For all postal operators and universal service providers the “e-economy”, as you call it, presents new opportunities (electronic commerce delivery), while at the same time they have to confront effects of e-substitution for letters. From our perspective it needs to be assured that as regards regulation there is a level playing field for all and even more important that European citizens are getting best possible delivery services especially in view of emerging e-commerce market.

Q How can postal operators better support the new Commission 2020 strategy, released last week by Mr.

Barosso?

Postal operators are doing so already - by supporting a sustainable growth based on innovation and also by their contribution to a greener growth and economy. Postal reform in general and market opening in particular has never been an end in itself. This reform has the objective of promoting the sustainability and modernisation of the postal, and indirectly many others, sectors.

Q If you had an opportunity to deliver an important message with regards to Postal Liberalisation to all our members, what would you say?

The path of innovation, high quality and focus on the consumer on which many postal operators have embarked is the right one. It is European postal operators that are the most performing and efficient in international postal context. Universal service in the EU has the highest quality and in Europe the adaptation to the changing communications environment is the most advanced. This confirms that those who have started reform early are not only ready for a liberalised environment, but also to meet the challenges we are facing in today’s economy.

Q In preparation for full liberalisation, what is your advice to our postal members?

As said postal operators do not need an advice from me how to conduct their business and how to design their business model. Everybody has understood that the real threats for postal services today are not open markets but the non-adaptation to the new means of communication. Past solutions are not appropriate for the present or the future. So the only message I could risk is:

Go forth and experiment with different business models!

Thank you Mr. Kiljanski for your time and valuable insights.

EAC MEETING IN BRUSSELS

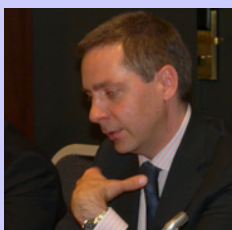
The European Affairs Committee (EAC) brought 30 regulatory experts representing 23 postal operators in Brussels on 6 May 2010, under the new vice Chair Mr. Joost Vantomme, acting also as Chair.

Botond Szebeny, PostEurop Secretary General presented an update of latest association activities as well the upcoming discussions on the new Corporate Governance model for PostEurop and its relevance to all members concerned. Members are invited to the listening sessions happening in June - July 2010.

EAC working groups continued to discuss noteworthy developments in the areas of VAT, postal directive application, WTO, aviation security, transport and energy and finally services of general economic interest.

Monitoring bulletins have been issued and presented on digital services, data and consumer protection, standardisation and on financial services.

The EAC also adopted a position paper on the draft directive on late payments enabling to voice the PostEurop position vis-à-vis some amendments tabled at the European Parliament which would restrain our members from commercial flexibility in payment terms and conditions, and pertinent issues including the way forward for VAT and the WIK study.



Participants had the opportunity to meet Mr. François Arbault, member of the cabinet of Commissioner Barnier in charge of i.a. postal services. Mr. Arbault's presence and willingness to participate during the dialogue was greatly appreciated by members of

the EAC.

In addition, the team welcomed guests, Mr. Reinhart Fischer, chair of PostEurop's Customs working group and Mr. Dominique Bailly, chair of the Social Dialogue Committee. Mr. Fischer brought the group's attention to the modernized European customs code and in particular, the role and challenges for postal operators. Mr. Bailly brought the group's focus on another matter of rising challenge – the social regulation for the European postal sector. Guest speakers helped foster better understanding amongst EAC members present through dialogue on activities running parallel within the PostEurop community.

The meeting concluded with a proposal of framework to meet the consultants for the European Commission to report on the external dimension of the European postal policy (WIK Consult & Jim Campbell).

High Level Conference in Valencia

- At the High level conference of the European Commission held in Valencia (Spanish presidency of the EU) on 29-30 April 2010 in which Mr. Bernard Damiens, Chairman of PostEurop represented the association. The conference offered the possibility for the Commissioners Barnier (internal market) and Almunia (competition) to take stock of the postal regulatory and economic developments. Speeches and panels were held by various ministers, regulatory people and operators where questions on recent issues were raised such as e-commerce, digital economy and the international dimension of postal policy. Speeches of Commissioner Barnier and Almunia can be found on europa.eu

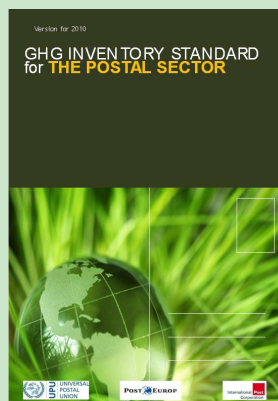
CO2 REPORTING CAMPAIGN

The Greenhouse Gas Reduction Programme launched its third CO₂ Reporting Campaign on 22 March 2010. For the first time ever, the 26 Postal Operators participating in the programme, will follow a common methodology jointly shared between Universal Postal Union (UPU), International Post Corporation (IPC), and PostEurop: the Greenhouse Gas Inventory Standard for the Postal Sector.

This methodology, based on the previous PostEurop CO₂ Protocol, provides information on quantitative reporting,

how and where to collect relevant data as well as explanations on the right indicators to use for the postal sector.

Moreover, PostEurop will guide members with a CO₂ calculation tool and additional guidelines. Ernst and Young will continue to support in the verification of the members' Greenhouse gas emissions. In 2010 the external verification result in a public assurance report to provide external visibility on progress of members' data quality.



For more information on the CO₂ Reporting Campaign and GHG Inventory Standard for the Postal Sector, contact Michele Menghini (michele.menghini@posteurop.org)

ENVIRONMENTAL WORKING GROUP SEMINAR IN ROME

On the 17-18 of May, Postal operators experts launched new actions for the Environment working group during an intensive two-day seminar hosted by Poste Italiane. Looking at the way forward for the Greenhouse Reduction Programme, the group explored new areas of interest including Urban mobility, Bio-diversity and Carbon Offsetting.

In addition, the group also discussed and proposed two new European Union projects; Eco-driving and Green Cities.

The PostEurop Environment working group had agreed on adopting a challenging agenda to further explore green initiatives for the European postal business.

A guest speaker from the transport and mobility section from Rome municipality was also present to help initiate discussion with postal operators present to play an active role in 'greening' cities.

Participants of the seminar had the opportunity to directly

experience the Poste Italiane "green" projects through test-driving the Free Duck electric quadricycle, and watched a demonstration on how these vehicles are recharged using "green stations" in which electric recharging points were used photovoltaic modules.



TERMINAL DUES FORUM

The Terminal Dues Forum held 17-18 March its first meeting in 2010 in Kyiv, Ukraine. The meeting was chaired by Mr. Jan-Erik Leistedt from Swedish Post, with participation from 23 Designated Operators.

For the first time, RCC countries were invited to a Forum meeting, and delegates from Azerbaijan, Georgia and Kazakhstan were present. In addition, the group welcomed Posten Åland, from Åland Islands at their first forum.

It was also for the first time interpretation between English and Russian were made available. PostEurop was represented by Ms. Maire Lodi and from the International

Bureau of Universal Postal Union (UPU) Ms. Marinela Lita.

The Director General of Ukrposhta, Mrs Tayisiya Zamkova, opened the meeting and welcomed the delegates to Kyiv. The meeting started with a brief presentation by the chairman about the history of Terminal Dues.

The main focus of the meeting was the ongoing progress to improve the future UPU Terminal Dues system. The ambition of the meeting was to give the DOs a possibility to discuss and put questions to the chairs of the different bodies working in this field. The participants took that opportunity and there were fruitful and important discussions regarding this complicated matter.



Mr. Björn Arni from Swiss Post commenced with an overview of the work within Committee 1 of POC followed by Mr. Marc Paingt, the chairman of the Terminal Dues Group (TDG), presented how the work is organised and the progress of the work to date.

The Terminal Dues Model was discussed after the presentation by Mr. Stefan Tobias from Royal Mail and the Quality of Service Link presented by Mr. Fabrice Gribling from La Poste, France. Mr. Jörn Allardt from Itella, Finland also presented some ideas which had been discussed by the Nordic Terminal Dues Group within the frame of Nordic Postal Union.

Moreover, Mr. Fredrik Andersson from Swedish Post gave the group a presentation about the work within UPU's Product Development and Marketing Group.

The meeting approved the proposed Working Plan for the Forum. The next meeting will take place in Vaduz, Liechtenstein, on 12 October 2010.

The idea to invite the RCC countries was well received and thanks to the interpreters, the discussions went smoothly. The chair will consider having a similar arrangement for the meeting next spring, which will be held before POC 2011.



THE NEW ADVANCED ELECTRONIC SOLUTIONS FORUM

In past years Information Technology (IT) working group at PostEurop organised once a year, an event called the "IT Forum", where experiences (as well as knowledge considered useful for the postal business/activity) from several Postal Operators and other organizations were shared amongst PostEurop members.

Nowadays, due to the challenges posed by liberalisation, substitution effect and privatisation, the role of ICT is becoming greater than ever before in ensuring a successful Postal business. Without adequate ICT to support innovative postal solutions (service and products), most

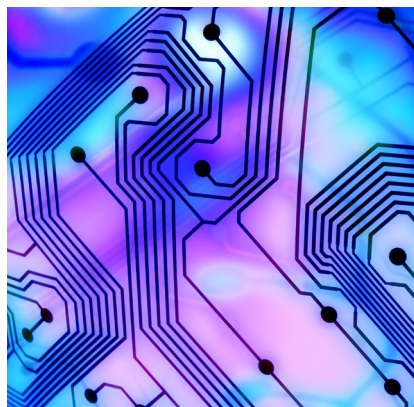
Posts risk not only the leadership in the markets they operate, but also their mere survival.

The group then decided to revisit the format and contents of the IT Forum in the past years to better match the needs of PostEurop members. Therefore, the former "IT Forum" is now called "Advanced Electronic Solutions Forum" – this is not a mere cosmetic operation and intends to go beyond technical aspects and embrace ICT powered business/postal solutions.

In order to clearly identify the areas that PostEurop members would like this

AESForum to focus on, a questionnaire was prepared and sent out to a great number of Posts with more 20 responses received.

These answers will enable PostEurop to select a number of interesting topics to be addressed during the next AESForum which is expected to take place during the second half of September 2010.



For more information on the new AES Forum contact Joao Melo (joao.m.melo@ctt.pt)

As part of the pilot project on Quality of Service under the Joint Declaration signed between PostEurop and Universal Postal Union (UPU) in Bled, Slovenia (October 2009) based on the new 2009 – 2012 UPU Regional Development Plan (RDP) for the countries of Europe and CIS region, the first process assessment was carried out in Albania in the last week of March. Here is a letter from the Albania after the process assessment.

Letter from Albanian Post -A Collaboration and support to increase the performance of Albanian Post sh.a in postal market.

The achievements of Albanian Post sh.a in the field of quality services during the last five years are not only on the hard work of staff and the employees but

also the fruitful cooperation with the PostEurop and the UPU.

This collaboration has been extended to the highest levels of management in recent years and Albanian Post sh.a appreciated the audit recommendations of PostEurop managers from October 2007 till today.

These recommendations are formed at the company's development strategy, as key objectives in the field of improving the quality of services specifically in pursuit of three key projects:

- Quality Program
- Routing Management Project
- Project of Logistic J+ 1

Albanian Post sh.a appreciated the support as a result of collaboration in the context of evaluation of the work done, constructive debate, exchange of information and experience, performed periodically by PostEurop managers.

Albanian Post sh.a expressed their gratefulness for this collaboration and thanked the managers of PostEurop for their support and contribution in enhancing the quality of services in Albanian Post.

The regular exchange of experiences through training, meetings and identifying best practices in working processes between postal administrations, would build bridges that will extend into areas of cooperation at all levels and will help regularise the service standards between countries.

The Albanian Post



Letter from Turkish Post - Committed to Quality Management

In today's world increasing competitive atmosphere and growing number of the actors in the market, quality management remains an important issue in order to meet customer needs. Therefore, for Turkish Post quality management remains a top priority.

In 2007, PostEurop team submitted 34 proposals and 3 projects prepared by 15 experts from 8 different countries in the Process Analysis Study in which Turkish Post participated in.

The final stage of these studies being the process assessment performed on Turkish Post held in İstanbul between 22-26 March 2010 with the participation of PostEurop Audit Manager, Mr. Karsten Obro and Operations Manager, Ms. Maire Lodi. During the process assessment period, these two expert experiences and their technical knowledge have contributed

significantly in practice to the works carried out in Turkish Post's work places. Reports on the proposals and projects which were not carried out by the Turkish Post will be further evaluated.

In addition to the process review



and the process assessments itself, PostEurop's operational studies, meetings and workshops continue to bring added value to the Turkish Post administration and help improvement. Monitoring sorting centres and exchange offices in developed countries will also be beneficial to learning members.

As a result of the quality of service measures, country facts such as geography, population and inter-regional differences are important considerations and the Turkish Post will continue to make the necessary improvements in order to reach the European quality standards (D+3 %85).

Left to Right: Nuri Muhammed POLAT "AVPİM" regional director sorting & delivery, Hüseyin ÖZTÜRK director of section at post and telegraph department (General Directorate of Turkish Post), Karsten Oebro, PostEurop audit manager, Enver SÜZER, İstanbul european side assistant regional director, Maire Lodi, PostEurop operations manager, İclal DERELİ assistant expert at international relations department (General Directorate of Turkish Post) and Hüriyet YANTIRI expert at post and telegraph department (General Directorate of Turkish Post)

POSTEUROP AND UNIVERSAL POSTAL UNION (UPU) INVEST FURTHER IN QUALITY OF SERVICE

PostEurop and the UPU signed an agreement on 30 April 2010 to improve Quality of Service improvement via an integrated regional approach in several South Eastern Europe countries including Albania, Bosnia & Herzegovina, Bulgaria, Croatia, Montenegro, Romania, Serbia, FYROM and Turkey.

This is the second project implemented under the Joint Declaration signed

between PostEurop and UPU in Bled, Slovenia (October 2009) based on the new 2009 – 2012 UPU Regional Development Plan (RDP) for the countries of Europe and CIS region, and demonstrates further commitment between the two



organisations.

The aim of the project is to promote synergy, bringing together UPU's expertise

and PostEurop know-how to improve the Quality of mail exchange in the designate countries in an integrated manner. The joint project, will lend technical and logistical support to the introduction of

modern technologies, quality evaluation systems and tools for improving the quality of service, further enabling sharing of best practices and transfer of knowledge from Western European countries.

The project will begin in August 2010 with a workshop in Fyrom.

For more information please contact PostEurop Project Manager, Antonino Scribellitto

(antonino.scribellitto@posteurop.org)

GREEN ACTIN POSTAL CIVIL SOCIETY (GAPS) PROJECT

Follow-up to the successful Pro-Actin project, the European Commission DG Enlargement under IPA – Socio-Economic Partnership Programme initiated a new call for proposals for civil society projects which meets their objectives to strengthen the Western Balkans countries and Turkey in view of their accession to the European Union. In light of these objectives and the postal sector, the Green Actin Postal civil Society (GAPS) project was formed.

PostEurop organised the GAPS project preparation meeting on 8 April 2010 in Brussels amongst target members. The main goal of the meeting was to bring all

participants together and further discuss the structure of the new PostEurop project – GAPS. The project will act as a means of bridging the gap amongst public postal operators in the beneficiary countries through developing strong regional partnerships. The target members include Posta Srpske (Bosnia and Herzegovina), Makedonska Posta (Macedonia), Public Enterprise of PTT Communications Srbija “Nezavisnost” (Serbia) and Turkish PTT (Turkey). The scope of the project will also extend to involve trade unions (UNI Europa Global Union) and Environmental European Associations.

Another key objective of the project is to improve and increase networks and quality of Civil Society Organisations (CSO) services, increase cross-border cooperation, share expertise, networks and bring about common EU values.

Training and information tools will be developed within the framework of this project to enable target members

to properly acquire the necessary knowledge, skills and mind-set to achieve the objectives.

After fruitful discussions, the PostEurop European Project team were able to further put together the proposal and submit the required documents on time. Outcome of this submission will be communicated later this year.

For more information please contact PostEurop Project team: Antonino Scribellito (antonino.scribellito@posteurop.org) or Waqas Ahsen (European.projects@posteurop.org)

LEONARDO DA VINCI PARTNERSHIP PROJECT - TRAINING PARTNERSHIP FOR A CHANGING POST

Following the preparatory visit organised in November last year, the Training working group managed to put together their proposal and made a formal submission to the European Commission for Leonardo da Vinci programme. This proposal is now being considered by the European Commission and results will be communicated towards middle of this year.

The objective of the project is to create an efficient and innovative

training expert network to anticipate competences for current and future jobs within the postal sector during changing times. The group aims to:

- Develop trainings in the identified areas
- share best practices and results
- promote initiatives in the area of anticipated needs
- promote development of skills within the sector

Project partners include PostEurop, Bulgaria, Croatia, France, Germany, Hungary, Malta, Portugal, Romania, Spain, Switzerland and Turkey.

For any additional information please contact: Nathalie Ganzel (nathalie.ganzel@laposte.fr) or Antonino Scribellito (antonino.scribellito@posteurop.org)

About the Leonardo Da Vinci Program

- Leonardo da Vinci is a European programme dedicated to lifelong vocational training which aims at promoting and facilitating the exchange of best practices between training managers. It is a way to develop new tools and training methods in order to extend their use more widely in Europe.
- This Leonardo da Vinci programme for vocational education and training offers a wide range of activities including mobility, partnership, innovation transfer and thematic networks. This partnership project was chosen as it fulfils the objectives of the Training working group which aims at developing and facilitating inter-company cooperation.
- For more information please visit the European Commission website (ec.europa.eu)

USEFUL LINKS

SOCIAL ENVIRONMENT

Greenhouse Gas Reduction
www.sustainablepost.eu
 Green Post
www.greenpostproject.eu
 Social Dialogue
www.postsocialdialog.org
 Leonardo da Vinci Programme
ec.europa.eu/education/lifelong-learning-programme

PUBLIC AFFAIRS NEWS

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www.dods.co.uk
 EurActiv
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 Europarl TV
www.europarl.tv.europa.eu
 European Agenda
www.european-agenda.com/news
 EU Observer
euobserver.com
 EU Politix
www.eupolitix.com
 European Voice
www.europeanvoice.com
 IIEA
www.iiea.com/news

PUBLIC AFFAIRS BLOGS

BlogActiv
blogactiv.eu

ANNOUNCEMENTS

Moya Greene was appointed as the new Chief Executive of the Royal Mail Group on 27 May 2010. Ms. Greene, who will take up the post in mid-July, is currently the Chief Executive Officer of Canada Post Corporation since 2005. Prior to joining the CPC, Ms. Greene held senior roles at companies including Bombardier and TD Bank. At CPC, Ms. Greene has led a wide-ranging transformation programme to increase quality of service and efficiency across the organisation.



Elta's New Top Management



Panagiotis Vournas was appointed new Chairman of ELTA's Board of Directors, as well as the new Chairman and CEO of KEK-ELTA S.A. (Hellenic Post S.A.'s Vocational Training Center) on 19 March 2010 following approval of the competent Parliamentary Committee and subsequent General Meeting of ELTA's shareholders. Mr. Vournas holds a degree in Architecture and has profound knowledge of the telecommunications and postal market

Christos Varsamis was appointed the new CEO of Hellenic Post- ELTA S.A. Mr. Varsamis holds a degree in Electrical Engineering and Computer Engineering from the Aristotle University of Thessaloniki and has extensive experience senior management experience. Prior to his appointment, he was dealing with merger and acquisitions, as well as business re-organisation and development of re-engineering and recovery plans.



Mr. Ievgen ZAIATS was appointed as Acting Director General of Ukrainian State Enterprise of Posts "Ukrposhta" on 7 April 2010. Prior to Ukrposhta, Mr. Zaiats held executive position posts in Dnipropetrovsk city and Dnipropetrovsk region executive authority bodies and local self-government.

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