

REPORT ON THE ACTIVITIES OF THE UNION (Report by the Secretary General of APPU)

1. Subject	References/Paragraphs
Informing Congress on: - the activities of the Union - RTCAP income and expenditure - recruitment formalization and budget approval for the Consultancy Section / RTCAP for 2023	§§ 1 – 3 § 3.2 § 3.3
2. Decisions expected	
Congress is asked to: - note the activities of the Union - note RTCAP income and expenditure - note the recruitment formalization and budget approval for the Consultancy Section / RTCAP for 2023	§§ 1 – 3 § 3.2 § 3.3

Drafting Comment: the changes to the original Congress 2022 Doc 10 (that result in the document now being Congress 2022 Doc 10 Rev 1) are at paragraph 2.2 and are highlighted in yellow.

Introductory Note

This report covers the activities of the Asian-Pacific Postal Union (APPU) from January 2021 to June 2022. During this period all parties continued to be affected by the COVID-19 pandemic. The Bureau appreciated the understanding, support and cooperation from all members that enabled the work of the Union to continue, albeit with some limitations. Of particular note was the special financial support from APPC GB members and donors – it meant that the Union could carry on its training work despite the many difficulties that existed. For its part, the Bureau applied itself uncomplainingly to day-to-day operations and maintained close control of expenditure.

1. Administrative Section

1.1 The key activities were as follows.

- (i) The most important work for the Bureau in 2021 was to prepare / organize and manage the online EC meeting (Finance Committee and Working Group meetings, as well as the Plenary session).
- (ii) Due to the restrictions on international travel, there were no business trips by the Bureau in 2021.
- (iii) The online APPU meeting on “Opening up the UPU to wider postal sector players” was organised and convened successfully on 24 February 2021.
- (iv) The Secretary General attended the UPU CA S1 from 16 -22 May 2022 in Bern, Switzerland and delivered a report after the meeting.

- (v) The Virtual Meeting for Congress Planning (VMCP) was organised and successfully held on 22 June 2022.

2. Training Section

- 2.1 During 2021 the College organised and successfully completed 16 online courses, 1 workshop and 17 Interactive Online Training Programmes (IOTPs) as set out below. These IOTPs were supported by the UPU within the framework of Chinese Special Fund Project (FSRASCHN1902) and ORE 2 Project. A total of 460 participants took part in the activities.

Online Courses

No.	Courses	Period (2021)	Participants
1.	Advanced Business Management (ABM)	18 January – 5 February	10
2.	Service Quality Management (SQM)	18 January – 5 February	7
3.	Parcel and Logistics Management (PLM)	1 March – 26 March	15
4.	Operation Management (OMC)	1 March – 26 March	11
5.	Transformation of Postal Organization (TPO)	26 April – 7 May	11
6.	Strategy Formulation & Execution (SFE)	26 April – 7 May	13
7.	Postal Business Development (PBD)	24 May – 11 June	9
8.	E-Commerce Solutions and Supply Chain Management (ESC)	24 May – 11 June	9
9.	E-Business and Technology (EBT)	28 June – 16 July	12
10.	Digital Financial Services (DFS)	28 June – 16 July	9
11.	Marketing and Innovation for Posts (MIP)	19 August – 10 September	15
12.	Postal Management (PMC)	16 August – 17 September	9
13.	Express Mail Service (EMS)	11 October – 29 October	11
14.	International Mail Accounting (IMA)	11 October – 29 October	10
15.	International Postal Service (IPS)	15 November – 10 December	10
16.	Human Resource Management (HRM)	15 November – 10 December	10
TOTAL			171

Online Workshop

No.	Topics	Duration	Participants
1.	Supply Chain Management (SCM)	31 May – 4 June	1

APPC Interactive Online Training Programme (IOTP) Sponsored by the UPU within the framework of the Chinese Special Fund Project (FSRASCHN1902) and the Second Operational Readiness for E-commerce programme (ORE 2)

No.	Topics	Duration	Participants	Fund
1	Strategic Marketing Management (SMM)	25 - 29 January	16	FSRASCHN1902
2	Leadership Management (LM)	25 - 29 January	16	FSRASCHN1902
3	Last Mile Delivery and Fulfilment (LMDF)	8 March - 12 March	20	FSRASCHN1902
4	Quality Management for Service Excellence (QMSE)	8 - March - 12 March	20	FSRASCHN1902
5	Strategy to Adapt in the “New Normal” (SNN)	15 March - 19 March	21	FSRASCHN1902
6	Setting Service Standards (SSS)	15 March - 19 March	21	FSRASCHN1902
7	E-commerce Fuel and Business Planning (EFBP)	31 May – 4 June	14	ORE 2
8	International Financial Services and Financial Inclusion (IFFI)	5 July - 9 July	16	ORE 2
9	Driving Digital Strategy (DDS)	5 July - 9 July	16	ORE 2
10	Corporate Level e-commerce Strategy (CLES)	23 August - 27 August	16	ORE 2
11	Leadership and Innovation Management (LIM)	23 August - 27 August	17	ORE 2
12	Practical E-Commerce Management (PEM)	30 August - 3 September	16	ORE 2
13	Operations Management (OM)	30 August – 3 September	16	ORE 2
14	EMS Operational and Performance Improvement (EMS)	18 October - 22 October	14	FSRASCHN1902
15	Terminal Dues (TD)	18 October - 22 October	15	FSRASCHN1902
16	IPS / IPS.POST (IPS)	6 November - 12 November	18	FSRASCHN1902
17	Strategic Human Resource Management (SHRM)	29 November - 3 December	16	FSRASCHN1902
TOTAL			288	

2.2 In 2022 (i.e., January to June) the College organised and successfully completed 10 online courses, 5 workshops and 1 Interactive Online Training Programme (IOTP) as set out below. The IOTP was supported by the UPU within the framework of the Chinese Special Fund Project (FSRASCHN1902). A total of 120 participants took part in the activities.

Online Courses

No.	Courses	Period (2021)	Participants
1.	Advanced Business Management (ABM)	10 – 28 January	7
2.	Service Quality Management (SQM)	10 – 28 January	6
3.	E-Commerce Solutions and Supply Chain Management (ESC)	14 February – 4 March	7
4.	Postal Business Development (PBD)	14 February – 4 March	11
5.	Strategy Formulation & Executive (SFE)	21 March – 1 April	6
6.	Transformation of Postal Organization (TPO)	21 March – 1 April	6
7.	Human Resource Management (HRM)	25 April – 20 May	8
8.	Parcel and Logistics Management (PLM)	25 April – 20 May	7
9.	Digital Financial Services (DFS)	13 June – 1 July	7
10.	E-Business and Technology (EBT)	13 June – 1 July	12
TOTAL			77

Online Workshop

No.	Topics	Duration	Participants
1.	Strategic Marketing Management (SMM)	17 – 21 January	1
2.	Quality Management for Service Excellence (QMSE)	17 – 21 January	2
3.	Digital Innovation and Development of Postal Services (DID)	24 – 29 March	18
4.	Last Mile Delivery and Fulfilment (LMDF)	2 – 6 May	4
5.	Setting Service Standards (SSS)	20 – 24 June	3
TOTAL			28

APPC Interactive Online Training Programme (IOTP) Sponsored by the UPU within the framework of the Chinese Special Fund Project (FSRASCHN1902)

No.	Topics	Duration	Participants	Fund
1.	Driving Digital Strategy (DDS)	20 – 24 June	15	FSRASCHN1902

3. Consultancy Section (RTCAP)

3.1. Activities of Consultancy Section (RTCAP)

3.1.1 Conducted the online IPS / IPS.POST Demonstration at APPC together with the Expert from UPU PTC during the International Mail Accounting course from 25th to 27th October 2021.

There were 10 participants from 10 countries who attended the course, namely, Bangladesh, Bhutan, Cambodia, China, Fiji, Lao, Nepal, Philippines, Solomon Islands and Thailand.

3.1.2 Conducted the online IPS / IPS.POST workshop at APPC together with the Expert from UPU PTC during the 2021 International Postal Service Course from 29th November to 3rd December 2021.

There were 9 participants from 9 countries who attended the IPS.POST training, namely, Bangladesh, Bhutan, Fiji, Lao, Maldives, Myanmar, Nauru, Sri Lanka and Tonga.

3.1.3 Review of the National Postal Policy of Cambodia

Assisted the Ministry of Post and Telecommunications, Cambodia, in the revision of a new national postal policy that meets the demands of the evolving environment of postal services with particular focus on the rapidly changing e-commerce business in Cambodia.

3.1.4 Technical and General Enquiries

Continued to provide advice on technical and general matters related to the mails applications and EDI transmission for the users in the region.

3.2 Consultancy Section/RTCAP Income and Expenditure

3.2.1 The 2021 RTCAP voluntary contributions were USD 55,391.44 as shown below.

2021 Voluntary Contributions	Total (USD)
Bhutan	480.08
China	4,967.55
Japan	40,000.00
Lao	485.97
Philippines	977.43
Singapore	5,000.00
Sri Lanka	1,980.41
Thailand	1,500.00
Total	55,391.44

3.2.2 The 2021 RTCAP expenditure was USD 69,250.22. This was USD 13,858.78 less than the USD 55,391.44 received in voluntary contributions in 2021. The balance of the RTCAP Special Activity Fund as at 31 December 2021 was USD 208,698.57.

2021 Expenditures	Total (USD)
Staff Salary	63,600.00
Medical Insurance	1,078.82
Accommodation	4,200.00
Telecommunication / Postage	371.40
Airfare / Travel Allowance	0
Computer/ Equipment / Maintenance / Stationery	0
Miscellaneous	0
Total	69,250.22

3.3 Retirement of Mr. Tan Yong Chee and recruitment of replacement

3.3.1 In March 2022, Mr. Tan Yong Chee, RTCAP Manager, renewed his contract with the APPU until 31 December 2022. He will then retire.

3.3.2 The Bureau circulated a call for applications for the Consultancy Section Manager in June 2022. The successful candidate will start from 1 January 2023. Formalisation of the appointment of the replacement and budget approval will be done at the Constituent meeting of the EC on 2 September.