

NEWSLETTER



ASIAN-PACIFIC POSTAL UNION

**FROM SECRETARY-
GENERAL'S DESK****Greetings from the Asian-Pacific
Postal Union!**

November has been a month of meaningful engagement and steady progress for our region. Everywhere I look across the Asia-Pacific, postal organizations are moving ahead with determination — adapting to digital change, responding to evolving customer needs, and finding new ways to stay competitive. Change is never easy, but it has become the very force helping us renew and re-energize our sector.

Today, our industry stands at an important crossroads. Technology, innovation, and public service must grow together. Many of our member Posts are modernizing their networks, adopting greener practices, and building new connections with communities and businesses. These efforts go beyond responding to challenges — they reflect a deeper purpose: ensuring that the Post continues to be a trusted public institution and a partner in national development.

During my visit to Nadi, Fiji this month for the Pacific Postal Conference 2025, I witnessed this spirit of progress first-hand. Postal leaders from across the Pacific came together to discuss how small and geographically dispersed nations can use digital tools, strengthen financial inclusion, and expand logistics despite unique constraints. The sincerity and optimism in those discussions reminded me once again that regional cooperation is one of our greatest strengths. When we share ideas and experiences, even difficult challenges begin to look like shared opportunities.

This shared sense of purpose is what defines our Asia-Pacific postal family. Whether large or small, every member is navigating similar questions: how to modernize while preserving identity, how to compete while ensuring universal service, and how to remain financially strong while putting people first. The answers lie not only in technology, but in the values that have always guided the postal sector — reliability, inclusion, and service to the public.

At the APPU Bureau, we remain committed to turning these values into practical support. Our ongoing work on e-commerce, postal regulation, and operational excellence is aimed at helping members manage change with confidence. In December, the 12th APPU Postal Business Forum being hosted in Bangkok will be another important step—bringing together postal leaders, CEOs, and partners from across and beyond the region to reflect on experiences and shape our path forward.

As we look ahead, let us remember that our region's strength lies in its diversity, collaboration, and shared commitment to progress. The challenges before us are real, but so is our collective resolve to build a postal sector that is digital in its capabilities, sustainable in its direction, and human at its core.

Warm regards,

Dr. Vinaya Prakash Singh
Secretary-General, APPU

WORKSHOP ON SUSTAINABLE DEVELOPMENT IN THE POSTAL SECTOR

The APPU, in collaboration with La Poste, France, will host a Workshop on Sustainable Development in the Postal Sector from 1–5 December 2025 at the Asian-Pacific Postal College, Bangkok.

This workshop will gather postal professionals and sustainability focal points to exchange experiences and explore how the UN Sustainable Development Goals (SDGs) can be effectively integrated into postal operations. Topics will include green transformation, carbon accounting, renewable energy, and regional sustainability mapping.

APPU thanks La Poste, France, for their generous support through the UPU La Poste Fund, which makes it possible to offer fellowship opportunities to selected countries. All other members are warmly encouraged to participate at their own cost and be part of this important regional initiative to advance sustainability and strengthen cooperation in the postal sector.

APPU LAUNCHES REGIONAL SURVEY ON CROSS-BORDER E-COMMERCE OPERATIONS

The APPU Bureau, in collaboration with the Universal Postal Union (UPU), has launched a new regional survey under the UPU China Fund-supported project on Cross-border E-Commerce Postal Operations in Asia-Pacific.

This initiative aims to help member countries better understand the evolving landscape of cross-border e-commerce logistics and postal operations, and to strengthen both regulatory and operational readiness across the region. The survey findings will form the basis for the Asia-Pacific E-Commerce Workshop, to be held in early 2026, and contribute to the preparation of the final regional report.

The questionnaire has been circulated to APPU member countries through their national focal points. However, other partners and institutions involved in cross-border e-commerce and postal logistics are also encouraged to share their perspectives. Those interested may contact Mrs Yu Yan, Consultancy Section Manager, at yuyan@appu-bureau.org to obtain the survey and provide input.

APPU ORGANIZES PACIFIC POSTAL CONFERENCE 2025 TO STRENGTHEN REGIONAL COOPERATION

APPU successfully held the inaugural edition of the APPU Pacific Postal Conference 2025 from 3–5 November 2025 in Nadi, Fiji. Hosted by Fiji Post and organized with the support of the India Fund, the event brought together more than 30 postal leaders, policymakers, regulators, development partners, and private sector representatives to discuss the future of the Pacific postal sector.

The Conference opened with remarks from Dr. Vinaya Prakash Singh, Secretary-General, APPU; Ms. Selina Kuruleca, Permanent Secretary for Justice, Government of Fiji; H.E. Mr. Suneet Mehta, High Commissioner of India to Fiji, and Mr. Thakur Subhash Sinha, Coordinator, Asia-Pacific and South-South Cooperation, UPU, highlighting the importance of regional cooperation and the role of postal services in national development.

Over three days, participants engaged in focused discussions across eight sessions covering global postal trends, policy and regulatory reforms, digital transformation, financial inclusion, e-commerce logistics, human capital development, and sustainability.



The Conference also emphasized the need for modern regulatory frameworks, stronger regional projects, and enhanced workforce development in partnership with the Asian-Pacific Postal College (APPC) and the India Technical and Economic Cooperation (ITEC) program of the Government of India. Sustainability and climate action featured prominently, recognizing the vulnerability of Pacific island nations and the role of postal operators in supporting greener operations.

A key outcome was the unanimous adoption of the Pacific Postal Conference 2025 Joint Declaration, outlining shared commitments to strengthening regional cooperation, advancing digital transformation, promoting localized capacity building, enabling regulatory reforms, and accelerating sustainable development.

APPU expresses its appreciation to Fiji Post, the postal administrations of all 9 Pacific Small Islands that participated in the Conference, India Post, UPU, and all postal leaders and partners for contributing to this landmark event, which sets a strong foundation for future regional collaboration.



APPC HOSTS COURSES ON POSTAL MANAGEMENT AND HUMAN RESOURCE MANAGEMENT

The Asian-Pacific Postal College (APPC) is currently hosting two training programmes – the Postal Management Course (PMC) and the Human Resource Management (HRM) Course in Bangkok. While the PMC began on 27 October, the HRM Course commenced two weeks later on 10 November, with both concluding together on 5 December 2025.

The Postal Management Course, which is APPC's flagship programme, focuses on strategic leadership, innovation, and operational excellence in the postal sector. It covers an extensive range of topics including global postal strategy, digital transformation, marketing, analytics, and leadership development. A highlight of this year's course is the Leadership and Innovation Management (LIM) Workshop, where participants explore innovation-driven practices and creative problem-solving. A study tour to Japan Post provides a unique opportunity to witness first-hand the application of advanced postal technologies and customer-centric solutions.

Running in parallel, the Human Resource Management (HRM) Course focuses on the vital role of human capital in achieving postal transformation. Designed to strengthen participants' understanding of modern HRM principles, it covers strategic HR practices, digitalization of workforce management,

performance systems, and employee engagement. The Performance Management of Workforce (PMW) Workshop, as part of the course, equips participants with tools to align staff performance with organizational strategy through real-world case studies and leadership bootcamps.

Both courses integrate field visits to Thailand Post facilities, local learning institutions, and cultural sites, providing participants with practical insights and cross-cultural experiences. Participants also actively engage in group projects, presentations, and networking activities such as the International Food Festival, fostering friendship and knowledge exchange among postal professionals from across the Asia-Pacific region.



UPU AND APPU STRENGTHEN REGIONAL CAPACITY THROUGH ORE 3 WORKSHOP IN BANGKOK

The Universal Postal Union (UPU), in collaboration with the Asian-Pacific Postal Union (APPU), organized the seventh Regional Operational Readiness for E-commerce (ORE 3) Workshop at the Asian-Pacific Postal College (APPC) from 20–24 October 2025.

The workshop brought together 40 participants from 17 member countries, focusing on strengthening postal operations through standardized IT tools, sustainable practices, and measurable national improvement plans. The program reviewed the achievements and challenges of the 2022–2025 ORE cycle and outlined the roadmap for 2026–2029.

Sessions were led by Mr. Chokri Ellili from the UPU International Bureau and Ms. Ariya Thongbai, UPU Regional Field Expert. Participants engaged in practical exercises using QCS Big Data (IQRS) to analyze key performance indicators and identify operational bottlenecks. Field visits to Thailand Post's international mail facilities complemented the sessions with real-world insights.

The workshop concluded with the exchange of best practices on data-driven decision-making, e-commerce readiness, and postal security compliance, reinforcing the region's collective capacity to deliver efficient, reliable, and customer-focused postal services.





AUSTRALIA POST REVIVES ANNUAL SANTA MAIL TRADITION

Australia Post has launched its annual Santa Mail campaign, inviting children nationwide to hand-deliver their Christmas letters at local post offices. The initiative allows young participants to send their wish lists to Santa and receive a written reply, accompanied by a commemorative Pip the Koala ornament.

The program aims to promote the joy of letter writing and encourage community engagement during the festive season. Families can submit letters without postage or a return address, and replies will be distributed before Christmas Eve.



According to Josh Bannister, Executive General Manager for Retail, Brand and Marketing, the activity continues to be well received by the public and is regarded as a meaningful way to connect younger generations with the postal network.

In addition to the Santa Mail program, Australia Post has issued two new Christmas stamp series, featuring both secular and religious themes. The designs highlight Australia's seasonal imagery, such as penguins, pelicans, and festive coastal scenes, reflecting the country's unique approach to holiday celebrations.

For more details,

<https://newsroom.auspost.com.au/article/santa-s-mailbox-is-open-kids-invited-to-hand-deliver-their-wishes-in-store-with-australia-post>



UPU SUPPORTS CAMBODIA IN STRENGTHENING POSTAL RESILIENCE THROUGH SOLAR POWER



Cambodia's postal network is enhancing its resilience to natural disasters by adopting solar power solutions to maintain operations when traditional electricity supplies are disrupted. This initiative supports the continuity of essential communication and logistics services during emergencies.

Implemented under the UPU Disaster Risk Management Programme, the project provides technical assistance and essential equipment to help postal operators improve emergency preparedness. Strengthening postal infrastructure not only ensures reliable service delivery in crisis situations but also contributes to broader community resilience and effective disaster response.

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SHOWCASES VIRTUAL REALITY EXPERIENCE "A DAY AS A POSTMAN"



Vietnam Post's Quang Ngai branch introduced an interactive booth in Hanoi featuring a virtual reality (VR) experience titled "A Day as a Postman." The activity allowed visitors to step into the role of delivery staff, riding electric scooters and simulating parcel pick-up and delivery tasks.

Participants also learned to identify items permitted or restricted in postal delivery, helping to promote public awareness of safety standards and responsible parcel acceptance.



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INDIA UNVEILS COMMEMORATIVE STAMP TO MARK UN'S 80TH ANNIVERSARY

To celebrate the 80th anniversary of the United Nations, India Post and the Ministry of External Affairs (MEA) of Republic of India, jointly unveiled a special commemorative postage stamp in New Delhi on 24 October 2025. The release symbolizes India's steadfast commitment to peace, development, and multilateral cooperation—values enshrined in the UN Charter.

The design for the commemorative stamp was selected from among approximately 7.4 lakh student entries received from across India. The winning design was chosen for its creative representation of India's dedication to global harmony, and it reflects India's commitment to the ideals of peace and security, as well as development and progress.



The year 2025 marks the 80th anniversary of the United Nations, celebrated each year on 24 October. United Nations Day highlights the enduring importance of international cooperation and the shared values upheld by all member states.

This initiative by the Ministry of External Affairs and India Post serves as a tribute not only to the legacy of the UN but also to India's enduring role as a champion of multilateralism and global harmony.

For more details,

<https://www.freepressjournal.in/india/india-unveils-special-postage-stamp-to-mark-80-years-of-united-nations>



Singapore **POST** LAUNCHES RESIDENTIAL POSTING BOX TRIAL TO ENHANCE COMMUNITY CONVENIENCE



Singapore Post Limited (SingPost) has launched the SingPost@MyBlock trial, introducing residential posting boxes that allow residents to post or return mail directly at their letterbox nests. The initiative, officiated by Deputy Prime Minister Gan Kim Yong, aims to enhance community convenience and accessibility.

The pilot begins across 27 housing blocks in Punggol Northshore and will expand to

226 blocks in five districts, running until December 2025. Successful results may lead to an island-wide rollout covering around 21,000 letterbox nests.

SingPost is also integrating PICK Network's 1,084 parcel lockers into its last-mile infrastructure, offering 24/7 access for eCommerce deliveries. This partnership expands SingPost's service touchpoints to over 2,500, ensuring 80% of residents can reach one within 10 minutes.

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<https://www.singpost.com/about-us/news-releases/singpost-launches-residential-posting-box-trial-bring-postal-services-closer>



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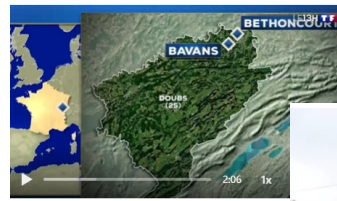


APPU Bureau



yuyan@appu-bureau.org

admin@appu-bureau.org



FROM UNIFORM TO UNIQUE: SWISS POST LAUNCHES STAMPS MADE FROM OLD UNIFORMS

Swiss Post has introduced a remarkable upcycling initiative — transforming its retired employee uniforms into collectible stamps. Issued as part of the “Upcycling – From Postal Clothing to Stamp” series, these stamps reuse the iconic yellow fabric once worn by Swiss Post employees for over two decades.

Produced by a specialized Austrian printing company, the fabric is backed with self-adhesive paper and precisely printed to form miniature sheets of ten. The design, created by Bernese graphic artist Pia Fleischmann, features yellow-and-white stripes with anthracite accents echoing the gray blazers of the old uniform. Each stamp sheet resembles a folded shirt, with jagged edges evoking zigzag scissors and a button-shaped cancellation mark to complete the theme.

The initiative follows Swiss Post’s long-standing tradition of creative philately—after issuing the world’s first embroidered stamp in 2000 and the recent “Dove of Peace” fabric stamp. This latest release not only celebrates Swiss Post’s heritage but also embodies sustainability and innovation in modern stamp design.

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<https://post-medien.ch/von-der-uniform-zum-unikum-post-lanciert-briefmarken-aus-alten-postkleidern/>

LA POSTE USES POSTAL VANS TO MAP ROAD CONDITIONS

Based on a recent video report from France, La Poste is expanding its service portfolio by helping local governments assess road conditions using postal delivery vans equipped with roof-mounted cameras. In the commune of Bavans, a postman now begins his route by activating the cameras installed on his vehicle. Over a 30-kilometre delivery path, the system records detailed images of the road surface at the request of the municipality.

These images capture cracks, surface wear, and even structural issues such as lifting caused by tree roots. The service has been well received by residents, who see it as a practical way for the commune to identify problems and plan repairs. For many municipalities, manually recording degradation is difficult and time-consuming; La Poste’s solution offers a reliable alternative.

Once uploaded to a digital platform, the images allow local authorities to review road conditions directly from their offices and prioritize maintenance works. In Bèthencourt, for example, renovation plans have already been scheduled based on these assessments. The commune invested €7,000 to analyse 50 km of roads—an efficient and cost-effective approach compared to traditional surveys.

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https://www.linkedin.com/posts/universal-postal-union_postforpeople-activity-7389723011375075328-Cuts