

POSTAL CEOs FORUM, ARUSHA 10TH JUNE 2024

AFRICAN POSTAL_CEOs FORUM DECLARATION

1. INTRODUCTION

The African Postal CEOs Forum took place in Arusha, United Republic of Tanzania, on 10th June 2024, on the sidelines of the 42nd Ordinary Session of the PAPU Administrative Council.

The theme of this year's African Postal Operators' CEOs' forum was "**The African Post Gearing itself to Serve Digital Economies through Innovation and Digital Postal Products and Services**".

2. OPENING CEREMONY

The following dignitaries made the opening remarks:

- Dr. Sifundo Chief Moyo – Secretary General Pan African Postal Union;
- Mr. Cornelius Ramatlhakwane – Chairperson of African Postal CEO's Forum;
- Mr. Bruno Yuma - Chairperson of African Postal Regulators Forum.

The PAPU Assistant Secretary General presented a vote of thanks.

3. PARTICIAPTION

All PAPU Member States, except Burundi, Eswatini, Madagascar and Tunisia participated in the Forum. . The full list of participants is herewith attached as **Annex 1**.

The following partners and observers also participated:

- AFRALTI;
- CRASA;
- EACO;
- PUMeD;
- GROUPE LA France;
- Nelson Mandela African Institute of Science and Technology (NM-AIST);
- UNI Africa Global.
- SAPOA;
- Shi2MyID;

- WAPCO;

4. SUB THEMES

The main theme was encapsulated in three (3) sub-themes as follows:

4.1 Sub theme 1: In the Post the COVID-19 Pandemic era, what key digital transformation maneuvers has the Post implemented, and what impact did they have in assisting the Postal services in recovering lost ground?

Under this sub theme the following follow-up questions were interrogated:

- Are there any new technological tools and services deployed?
- Mention any three to five interventions that are critical for the success of African DPOs

Dr. Devotha Nyambo (Ag. Director HPC/Center of Excellence ICT, NM-AIST) moderated this theme and the lead presenter was Mr. Shantosh Gopal – CEO Ship2myID.

The following panelists participated in the panel discussion:

1. John Kipyegon Tonui – CEO Postal Corporation of Kenya;
2. Cornelius Ramathlakwane – CEO Botswana Post;
3. Angela Banda – CEO Malawi Post Corporation ;
4. Mr. Abdaty KA – Director of Postal Operations and Transfers, in charge of international Affairs Senegal Post

After deliberations the following were the key take aways:

- Whilst there is need for investment in innovation, there is also need for investment in cybersecurity and people issues especially cultural aspects;
- Designated operators must put in place systems to protect against cybersecurity attacks and above all strengthen basic infrastructure for data protection within the Post Office;
- Designated Operators are encouraged to strengthen strategic partnerships between themselves as well as with solution providers;
- Engage governments to use the post on agency basis;
- Address regulatory challenges in transformation strategies;
- There is need to create an African market for cross-border African trade;
- Governments must include postal strategies in national government policies;
- Dos should induct governments to ensure that they understand what the post is all about and how governments can support and use of the post;
- Explore and invest in innovative equipment and digital systems to improve last mile delivery services such as door to door delivery, track and trace, provision of government services etc;
- Sharing of best practices and experiences between member countries is highly encouraged;
- Ensure that the USO is fairly compensated.
- Member States should craft balanced regulations to ensure that DOs are able to compete favourably on the market place.
- PAPU should develop a regional platform for ecommerce business.

4.2 Sub theme 2: Strategic partnerships provide opportunities to unlock the technology gridlock. What business opportunities exist for partnering with the private sector to achieve the desired levels of digitalization in our entities?

The following rider questions were also deliberated on:

- How can we engage relevant stakeholders/partners to operationalize the Postal Prosperity Zone (PPZ) initiative in our DOs?
- Are there any notable Public-Private Partnerships created over the period under review, and what form do these partnerships take?

The moderator during this sub theme was Dr. Germin Peter Lyakurwa, Lecturer – School of CoCSE, Nelson Mandela African Institute of Science and Technology (NM-IST).

The lead presenter was Mr. Walter Trezeguet the UPU Consultative Council Chairman. The following panelists participated in the discussions.

1. M. Maharage Chande -CEO Tanzania Posts Corporation;
2. Mr. Abdellatif Benzarhouni Director of Cooperation and International Partnerships, Morocco;
3. Norman Maule - CEO Zambia Postal Services Corporation;
4. Mr. Maxwell Chitendeni – CEO ZIMBABWE Posts;
5. Dr. Bonny Mgawe, Lecturer – School of CoCSE, NM-AIST.

After deliberations the following were the key take aways:

- There is need for DOs to benchmark on industry leaders that have already done to avoid reinventing the wheel;
- Investment in human capital to develop the software needs of DOs;
- Review existing frameworks to be able to enjoy the benefits of partnerships;
- DOs should ensure that data is well protected;
- DOs should utilize existing postal training centres for digital capacity building;
- AU Study on the improvement of digitalization of postal services in Africa should be implemented to achieve its objectives
- Member States should emphasize on crafting digital plans which are clear and well aligned to national, regional and continental plans and that these plans must be clearly communicated to all stakeholders;
- DOs need to protect themselves against unscrupulous partners who come to Africa to exploit unsuspecting DOs by engaging in due diligence and making sure that they “go to where it makes sense
- Embrace AfCTA principles in the post;
- PAFU would add value if an e-commerce platform were purchased for use by Member States;
- DOs should consider implementing the PPZ initiative to increase volumes and participate effectively in e-commerce business by using the technology.

4.3 Sub theme 3: Universal Service Financing Mechanisms

- Sharing ideas and best practices by the DOs
- Are governments ready to provide subsidies
- Is there convergence on the costing of the universal services between the Regulator and Operator

The moderator for this sub theme was Mr. Brian Mwansa and the lead presenter was Mr. Shathiso Currington Slave from Botswana Post. The following delegates participated as panelists during the discussions:

1. Mrs. Tchibonge M. Sandra – CEO Congolese Posts and Telecommunications Corporation;
2. Mr. SABA Ibrahim – CEO Burkina Faso Posts
3. Violet Molete – Independent Communications Authority of South Africa (ICASA)
4. Alfred Marisa POTRAZ,

After deliberation's the following recommendations were made:

- There is need There is need to strengthen collaboration between regulator and postal operators on matters of USO;
- There is need for DOs to embrace capacity building and knowledge transfer on USO.
- It is imperative for Member States to have clear/elaborate legal frameworks;
- Member States might need to explore the project-based approach to funding
- Costing Models, whether it be Activity Based Costing or otherwise, need to be done over time through iteration for a DO to master confidently implement it;
- PAPU should consider investing in a costing tool for Member States to use in costing the USO;
- Member States must undertake careful introspection on how to cost the USO to avoid including costs associated with inefficiencies in the total cost of the USO.

5. CONCLUSION

The Forum conveys its sincere appreciation to:

1. The authorities of Tanzania through the Ministry responsible for the Postal Services, the Regulator and the Operator, organizers of the 42nd Ordinary Session of the Administrative Council, as well as the people of Tanzania for their warm welcome and the perfect organization of the Forum;
2. The PAPU General Secretariat for choosing exciting and insightful theme (S) and seasoned panelists and moderators for this Forum;
3. The PAPU Member States for their unwavering commitment to the development of postal services in Africa as demonstrated by their usual presence.

Done in Arusha, United Republic of Tanzania, on 10th June 2024.

Resolution No. 00/PAPU/AC/XXXVIII/2024

On AFRICAN POSTAL_CEOs FORUM

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 42ND Ordinary Session from the 3rd to 14th of June 2024 in Arusha, Republic of Tanzania;

Mindful of Resolution No. 06/PAPU/AC/XXXVIII/2019 on the organization of an African Postal CEOs Forum;

Mindful of the Declaration of the African Postal CEOs Forum held on 10th June 2024 in Arusha, Republic of Tanzania;

HEREBY DECIDES AS FOLLOWS

Member States, Regulatory Authorities and DOs should implement the recommendations and key take take ways made by the Forum contained under each sub theme

INSTRUCTS:

- The General Secretariat to fast-track the process for issuing guidelines and sharing experiences on best practices at regional level, pursuant to Resolution N°/PAPU/AC/XXXVI/20;

INSTRUCTS:

- The General Secretariat to implement this Resolution.

Done in Arusha, United Republic of Tanzania, on 10th June 2024.