



PAN AFRICAN POST DAY

18TH JANUARY 2025

THEME

**“THE POST: A SOCIALLY RESPONSIBLE INDUSTRY
FOR INCLUSIVE DEVELOPMENT”**

**MESSAGE BY THE SECRETARY GENERAL
DR. SIFUNDO CHIEF MOYO**

13TH JANUARY 2025

Compliments of the New Year our esteemed Stakeholders, Partners and African Citizens!!!

As we come together to commemorate the 45th Anniversary of the Pan African Post Union on 18th January 2025, we stand united in acknowledging the rich heritage and invaluable role of postal services in shaping our continent's history and driving its development. Historically, and to this present day, the Post is configured to operate in a non-discriminatory manner, providing services that transcend political and geographical borders, embracing different races, ethnicities, religions, genders and support people living with a disability.

PAPU Member States have tirelessly promoted postal development in our continent for the past four and half decades through the vast and interconnected Post Office network that ensured accessible last mile delivery; affordable, reliable and secure postal logistics; agency services and postal financial services linking both local and global locations, especially uplifting the majority unserved as well as under-served segments of our communities. Our members' invaluable contributions in advancing the greater postal development agenda in our continent has been noticed as they buoy and anchor the industry as a key contributor to the much-desired inclusive socio-economic development.

The celebration of Pan African Post Day is also a golden opportunity for the General Secretariat to connect with and express genuine appreciation for the trust, partnerships, collaborations, and invaluable support shared over the past years with our partner organizations and stakeholders. Furthermore, this moment offers a perfect opportunity to reflect on our collective achievements and take steps to foster deeper and lasting connections as we further strengthen our existing business ties. These fruitful connections engender us to kickstart the year with positivity and purpose, setting the tone for stronger collaborations, growth, and success which should ultimately leave a positive impression among us.

Since 18th January 1980, Africa's Postal Leaders designated the PAPU Day as a day to commemorate the establishment of this continental flagship organization and celebrate the African Postal Customer around a theme approved by the Union's Plenipotentiary Conference. Persuaded by that fact, the commemoration of PAPU Day is an ideal opportunity to engage decision-makers and the public on the challenges facing the postal sector, as well as share regional and global postal programmes and objectives. Accordingly, the Year 2025 Theme "**The Post: A socially responsible industry for inclusive development**" underscores the unique position of the postal sector as a catalyst for equitable development.

To elucidate the critical role played by the Post Office in Africa, as a socially responsible industry, where the post is working to reduce waste and increase recycling; I wish to buttress the following impeccable specific areas:

- **Financial Inclusion:** Post offices are a key player in financial inclusion, allowing people to send and receive remittances, pay bills, make savings, and receive social payments. Post offices now also offer digital financial services, credit/debit card services and banking services to promote financial literacy and financial outreach programmes.

- **Trade Facilitation**, the Post Office, if properly resourced is positioned to play a pivotal role in trade facilitation. Sequel to this role, PAPU participated in the development of the Digital Trade Protocol spearheaded by the African Continental Free Trade Area (AfCFTA) which got approved by African Union Heads of State and Government Summit in February 2024;
- **Community Grounding and Agency services**: Post offices are active in the communities they serve by offering a range of Government services and socially inclined services through availing their infrastructure to the public; Post offices offer services such as payment of pensions, processing driving licenses, passports etc. on behalf of the Government.
- **Information Sharing**: Post offices, as one stop ICT access points or through like Community Information Centres, Internet Cafes or Centres are information hubs and platforms for information sharing, business hubs and public internet access points;
- **Essential Services**: Post offices are involved in health and social care, education, and community development as exemplified by the provision of essential healthcare services during the COVID-19 pandemic era.
- **Disaster Risk Management**: The post compliments governments' efforts in managing disasters, that is, before, during and after their occurrence. PAPU facilitates this effort via the Disaster Risk Management (DRM) Working Group pursuant to the PAPU Consolidated Action Plan for the Period 2021-2025, which mandates the Group, among other things, to share pre-disaster warning messages, undertake Post Disaster Recovery Interventions and Mechanisms, as well as carry out Capacity Building Initiatives on DRM.

The quest for a postal industry that is socially responsible and delivers on inclusive development requires a robust transformation of the post that leverages on modernisation, innovation and diversification to fully utilize its extensive reach and capitalize on its established trust. Social responsibility lies at the heart of this transformation. As custodians of trust and agents of change, postal operators are uniquely positioned to champion sustainability, gender equality, and economic empowerment. By integrating environmentally friendly practices, such as adopting green technologies and optimizing logistics to reduce carbon footprints, the industry is contributing to a more sustainable future. Similarly, initiatives to support women entrepreneurs and youth employment underscore the sector's commitment to fostering equity and shared prosperity. In achieving these milestones, the postal sector will renew itself and continue to be relevant to deliver public services, supporting small businesses, promoting financial inclusion and facilitating e-commerce.

The PAPU General Secretariat will continuously encourage the Postal sector stakeholders namely, Governments, Regulatory Authorities and Designated Operators to promulgate policies, craft strategies and deploy operational procedures that solidify the Post as **“A socially responsible industry for inclusive development in Africa”!**

On PAFU Day, we celebrate our Postmen and Women who are the cog of our postal machinery in the continent and rightfully express our heartfelt thank you for their endurance, commitment and ingenuity in supporting the Post's resilience and relevance.

May this new year bring renewed energy to the African Postal Industry for it to achieve all its shared aspirations, goals, and mandates. I would like to once again wish Africa's Postal Fraternity, and all our valued customers partners and stakeholders, a happy, prosperous and highly fruitful year 2025.

Together, let's celebrate our achievements and be ready to take on new challenges as they come.

Long live the Pan African Postal Union

Long live Africa's Postal Fraternity!

Long live Africa Unity and Solidarity!