



## GREEN FLEET FORUM

### Focus on Climate Neutral Solutions

While negotiations continue for a new Kyoto protocol after COP15, European Postal operators continue to seek climate-neutral solutions. Recently, PostEurop launched another initiative - Green Fleet Forum, aimed at addressing many challenges faced by European Public Postal Operators section. Today, transportation remains the operational backbone and the postal sector are under constant pressure to perform at optimum.



Faced with many challenges such as the growing cost of fossil fuels and an increasing need for climate-neutral solutions, extensive research and testing on postal vehicles powered by hybrid, electrical or hydrogen technology brings us closer to these solutions.

*"With approximately 1 million postal vehicles across Europe, we see great potential in working together to address a common solution in turning our fleets greener."*

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### GHG Reduction

- The GHG Reduction programme is developed to educate and enable expert knowledge sharing amongst PostEurop members with an aim to measure, analyze and reduce their green house gas emissions.
- More info on [www.sustainablepost.eu](http://www.sustainablepost.eu).

### Green Post

- The Green Post programme is aimed at testing electric and hybrid vehicles as alternative vehicles for postal delivery service financed by the European Commission (EC - EACI). More info on [www.greenpostproject.eu](http://www.greenpostproject.eu).

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### UPCOMING MEETINGS

- **24 FEB** - 78th Management Board meeting, Genval, Belgium,
- **10 MAR** - Postal Directive WG Meeting, Brussels, Belgium
- **11 MAR** - Aviation Security WG Meeting, Brussels, Belgium
- **15 MAR** - Letters WG and Parcels WG meeting, Brussels, Belgium
- **14 APR** - CEO Forum, Budapest, Hungary

Info & Subscription on: [www.posteurop.org](http://www.posteurop.org)

## From The Editor



Dear Members and Colleagues,

Welcome to the first issue of PostEurop*NEWS*, which replaces the previous "Members Newsletter". The aim of this newsletter is to share news on the many current and future activities happening within the association, amongst the working groups as well as larger community - all this with a new look and feel.

*"Our readers want to hear from us on a regular basis."*

This first issue features on the recent Green Fleet Forum where postal concerns on issues surrounding making postal vehicles more ecological were raised and debated. Without a doubt, the Environment is a topic high on everyone's agenda.

We have also seen many changes in terms of people over the last few months. In this issue we introduce to you our new Secretary General amongst the new faces. Another big change to PostEurop will be the move to our new premises to accommodate a growing team.

We hope that you enjoy this first issue of PostEurop*NEWS* and please let me know about any ideas you may have for future content or improvements to the newsletter.

**Cynthia Wee**  
Communications Manager  
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## NEWS IN BRIEF

- **A fresh start for Croatian Post.** In 2009 Croatian Post made an operating profit of HRK169 million (US\$31.5 million) from its core business, according to the first results of its unconsolidated financial report. Postal revenue increased by 17 percent, total revenue increased by almost nine percent, while expenditure has been cut by four percent.
- **Adam Crozier to leave Royal Mail later this year to join ITV.** Royal Mail announced that Adam Crozier, Group Chief Executive, will be leaving Royal Mail later this year to take up the post of Chief Executive of ITV
- **Gaude Bégulé quits as Swiss Post chairman** following weeks of criticism by politicians and Swiss media over his management style, strategic leadership and business affairs. Peter Hasler, a former head of the Swiss employers association was appointed as his successor.
- **European Postal Operators and UPU rush to the aid of Haiti Victims.** Soon after the incident European postal operators including *Groupe La Poste France, TNT Post, DHL Deutsche Post, Monaco Post, Belgian Post, CTT-Correios de Portugal, Swiss Post, Correos and Liechtensteinische Post AG* launched various initiatives to aid quake victims in Haiti. In addition, the UPU International Bureau has set up a task force to bring together postal experts from across the globe to coordinate efforts directed at helping the Post of Haiti, severely crippled by the earthquake.
- **Austrian Post switches to natural gas to save 120 tons of CO2.** Austrian Post is switching to natural gas and electric power systems with the aim of saving 120 tons of CO2 emissions annually. As a partner of Klima:aktiv, an environmental project for active climate protection, Austrian Post is committed to reducing its CO2 emissions by 10% until 2012..
- **Czech Post appoints new CEO, Marcela Hrdá** following the resignation of Petr Sedláček at the end of last year.



The Green Fleet Forum successfully brought Environment and Operational experts together with representatives from the European Commission, research institutes, suppliers and manufacturers to further initiate and facilitate mutual sharing of best practices, knowledge exchange and opportunity to meet representatives from the supply industry within this field. Participants aimed at giving an overview of green transportation initiatives in the area of hybrid, electrical and hydrogen vehicles.

With PostEurop facilitating the meeting, participants were able to present their

thoughts, concerns such as **"How to select the right product?"** and expectations, debate linked to new technologies and finally, agree on the strategic steps forward.

A new committee is in place with representation from the Royal Mail, P&T Luxembourg, TNT, Itella, CTT Correios de Portugal, Deutsche Post DHL, Groupe La Poste, Poste Italiane, La Poste- De Post (Belgium), Posten Norge and Magyar Posta. Mr. Georg Schlaghecken from Deutsche Post DHL was elected Chairperson and Poste Italiane as Vice-Chair. Participants have agreed to meet in June to establish their next steps.

## INTRODUCING NEW POSTEUROP SECRETARY GENERAL BOTOND SZE BENY



Botond Szebeny  
Secretary General

Botond Szebeny comes to PostEurop from Magyar Posta, Hungary in which he held the post of Executive Director of International Business with the overall responsibility for the international business and international relations of Magyar Posta since 2003.

He also served as a member of the Magyar Posta Executive Committee. During this time, he has contributed to the renewing of the company's international service portfolio, development of international sales activities, as well as to the significant increase of quality of international postal services of Magyar Posta recognised in 2008 by the most prestigious Certificate of Excellence of the industry.

A familiar face to PostEurop and prior to his new position as Secretary General, Botond was a member of the PostEurop Management Board and was the chairperson of the European Affairs Committee of the Association.

*"PostEurop is in a unique position to drive with vigour many European-wide initiatives on behalf of our members. As the new Secretary General, I am determined to further develop and grow the association bringing value to our members."*

## PostEurop Plenary Assembly in Bled

European Postal operators met at PostEurop Plenary Assembly hosted by Slovenian Post in Bled, Slovenia last 7 and 8 October. The first day of the Plenary Assembly was dedicated to a series of topics centred on discovering "opportunities" at time of "crisis" with declining volumes. Opportunities explored included customer focussed value-added services, innovations, electronic communications and the area of e-commerce.

A series of interactive polls were introduced during the PostEurop Plenary Assembly and all members had the opportunity to participate. In summary, most delegates confirmed that their organisations are currently looking at innovations and opportunities to integrate electronic services and e-commerce into their activities but admit to the lack of resources and skills to seize the opportunities by themselves. Hence, most are working with partners in this area.

The second day was dedicated to PostEurop Internal Matters including the official signing of the Joint Declaration between UPU and PostEurop in the area of Quality of Service and the announcement of Magyar Posta as the winner of the EUROPA stamp competition 2009.

As host, the Slovenian Post welcomed all delegates at the beautiful lake town of Bled with Slovenian charm and professionalism. Delegates were greeted by a welcome address from Mr. Aleš Hauc, Director General of Posta Slovenije d.o.o. At the end of the first day, delegates were given a memorable Slovenian experience at a special dinner hosted by Slovenian Post. The generosity and hospitality of the Slovenian Post ensured the success of the plenary.

## NEW FACES



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**Jurgen Lohmeyer** VP of International Relations/ Imports at Deutsche Post DHL. [J.Lohmeyer@DeutschePost.de](mailto:J.Lohmeyer@DeutschePost.de)



**Lazlo Szivi** Deputy CEO at Magyar Posta Zrt.  
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## VADUZ PLENARY ASSEMBLY

PostEurop 2010 Plenary Assembly will be held in Vaduz, Liechtenstein on 13-14 October 2010, hosted by Liechtensteinische Post AG

## IAC



*Maria Isabel Tavares  
CTT-Correos de  
Portugal*

### IAC Meeting in Bled

Following, PostEurop Bled Plenary Meeting, the International Affairs Committee (IAC) mainly consisting of "Universal Postal Union (UPU) and Restricted Unions (RU)" and "Wider Europe" working groups held a meeting in Bled to discuss the main topics at the coming annual session UPU's Council of Administration in Berne, in which several

Postal Operations Council (POC) working groups meetings will take place.

The main focus of the UPU and RU working group was on UPU's Strategy and Reform as well as the study on the revision of Acts undertaken by the Council of Administration.

The Wider Europe working group meeting reviewed its strategy in coming months on relevant topics. Both groups will reconvene in March 2010.

### 14th Plenary of the International Affairs Committee in Brugge

The International Affairs Committee (IAC) held another plenary meeting in Brugge, on 9 December, which focused mainly on recap of actions undertaken during 2009

and agreement on action plans for all working groups.

In addition, a debate was held on the agreed Key Performance Indicators of the Committee and the working groups, as well as on the need to address Postal Financial Services proposals within the UPU & RUs working group in preparation of the upcoming UPU Congress and POC sessions.

In anticipation of the coming UPU POC session, due April in Berne, the Letters working group and the Parcels working group agreed during the Plenary to hold a joint meeting in Rome on 15 March 2010. For the same reason above and also in order to attract more non-EU members the UPU & RUs WG and the Wider Europe WG will convene their respective meetings on 8 and 9 April 2010, in Poland.

## NEW FACES IN EAC



**Joost Vantomme De**  
Post/La Post Belgium is  
new Vice Chair of EAC.  
[Joost.Vantomme@post.be](mailto:Joost.Vantomme@post.be)

## EAC

With the participation of 33 regulatory experts representing 23 postal operators, the EAC held its plenary meeting on 5-6 October 2009 in Bled linked to the PostEurop plenary meeting. Bernard Damiens, Chairman of the Management Board of the Association and PostEurop Secretary General also attended the meeting.

Besides the regular reports of EAC working groups and monitoring activities, EAC members discussed strategic topics.

One of the recent hot issues is the postal VAT file. Botond Szebeny presented the outcome of the meeting between PostEurop and László Kovács Commissioner for Taxation and Customs Union. The Postal VAT file is now on the table of different EU institutions.

The Court of Justice of the European Communities adopted its judgement in April 2009 that interprets the current legislation. The proposal of the European Commission to amend postal VAT

regulation was discussed at Council level with the aim to reach a compromise solution.

Further to the appointment of Mr. Kamil Kiljanski as new head of the Postal Unit, European Commission, an introductory meeting was organised between PostEurop, Mr. Kiljanski and his team. Bearing in mind the implementation of the Third Postal Directive, the co-operation between the Commission and postal operators has and will have a high level of importance.

Bernard Damiens updated EAC members about the latest developments concerning CERP. PostEurop Secretary General also presented the progress report and coming activities of the association.

At the EAC plenary meeting, participants discussed in detail the EAC Business Plan for 2010 and performance indicators of the committee. To further elaborate on these issues a focus group will be set up.



## ENVIRONMENTAL WORKING GROUP

**The Environment Working Group met on 21-22 October aimed at further emphasising the importance of the greenhouse gas (GHG) reduction not only to the European Postal Operators but to impact it will have on the global scale.**

During two-day workshop, Ernst & Young environmental experts reported on the data collected. An emphasis was placed here on the reliability aspects of the data collected. The analysis identifies the area of improvements in order to achieve a

consistent reporting methodology and credible reduction target.

Improvements in the methodology will be integrated to finalise the **GHG Inventory Standard for the Postal Sector**. This document will ensure coherence in UPU, PostEurop and IPC's quantitative reporting and create a common calculation methodology for all postal operators.

Members also shared innovative practices to reduce emissions and introduced the concept of Green Cities, to further promote cooperation between postal operators and local communities to improve urban mobility.

The meeting also addressed key messages

in preparation for Postal representation in COP15 meeting in Copenhagen.



***Next Environmental Working Group meeting will be held in Italy on 22-23 April hosted by Poste Italiane.***

## SOCIAL OBSERVATORY OF THE POSTAL SECTOR

The "Social observatory of the postal sector" aims at understanding the social consequences of the current evolutions within the postal sector. More precisely its goal is to observe the strategies adaptation of the postal operators, the progress of social regulation and the innovative solutions in terms of Human Resources Change Management. The project covers nine participating countries and has been conducted through a series of interviews done by an external consultant with unions' and companies representatives of the postal sector.



During the second step of the project three regional seminars were organised in which

the collected results were discussed:

Three main topics debated during these seminars included the factors of change and the strategies followed by the postal operators, the evolution of the social dialogue in a diversified and liberalised postal sector and training, mobility and life-long learning as change management tools

These seminars have allowed for a constructive dialogue between company and union representatives from the participating countries on their mutual views and experiences. The social regulation issue was a core topic during all seminars.

The Final Conference of the Social Observatory of the Postal Sector took place in Brussels on 22nd October 2009. The event gathered around 90 participants with trade unions' and postal employers' representatives from 17 countries as well as high level representatives from the European Commission and external experts of the sector.

The conference presented the main outcomes of the project and was organised

around three sessions:

- Economic and social model for the postal sector
- How to avoid social dumping
- The role of social dialogue in the transformation of the sector

During these sessions, representatives from unions and postal operators presented national case studies. These presentations were followed by round tables with the interventions of representatives from the European Commission, experts from the sector and the social partners.

This conference was a real success. It enabled the audience to better understand the social impacts of the current evolutions in the postal sector and the key role of social dialogue in the change process.

The Final Report of the project will soon be published and distributed to the postal operators and trade unions of the 27 Member States as well as to all the relevant stakeholders of the sector.

***For more information on the project, you can visit [www.postsocialdialog.org](http://www.postsocialdialog.org)***

## QUALITY OF SERVICE WORKING GROUP UPDATES

The Quality of Service Working Group (QoSWG) was established in 2006 and since then we have seen a continuous improvement of the cross border letter mail performance within Europe. In order to further improve the performance, a



quality of service improvement activity, called Upgrading, has been introduced. All PostEurop members that participate in the Upgrading activity will learn how to calculate their outbound performance capabilities and how to take action. This is a hands-on activity and three regional groups - Southeastern Europe, Central Europe and CIS countries have been established. To date, the Southeastern group has been most active.

This year, the QoSWG will have two meetings in co-operation with the Operations Working Group. Three Process Reviews are planned in which an expert team scrutinizes the international and domestic operations and proposes improvement projects to be agreed by the management of participating member operator.

The team will begin with Latvijas Pasts in

May then Belpochta in June and Hrvatska Posta Mostar in September.

Four Process Assessments are planned for this year beginning with Posta Shqiptare sh.a. followed by Turkish PTT in March, PTT "Srbija" in April and Bulgarian Posts plc in November. Here the Audit Manager and the Operations Manager will conduct an on-site follow-up of the improvement projects agreed after the Process Review.

To date, the outcome of these focused activities has been outstanding. The QoSWG have received very positive and encouraging feedback from the members. To add, a workshop covering customs implications on quality of service and the situation at airport is foreseen. A second International Postal System (IPS) workshop will be arranged in cooperation with the UPU Postal Technology Center in Berne.

## IPC and PostEurop implement the HQ-HQ measurement

In August 2008, International Post Corporation (IPC) in association with PostEurop began implementing the diagnostic quality control measurement called "IPC/PostEurop HQ-HQ (HeadQuarter- to - HeadQuarter) measurement". Today, the HQ-HQ measurement covers more than 70 links between 25 PostEurop countries which are not yet covered either by the UNEX (Unipost External Monitoring System) or by the UPU continuous measurement.

It was developed primarily to provide an introduction to PostEurop countries to the monitoring system basics and

requirements at low price and with simple procedures.

The HQ-HQ is a fully internal and highly flexible system which combines the existing IPC UNEX and RFID software and capabilities. It uses the staff of the participating postal headquarters to act as sender panellists by sending one test item each day per link.



The HQ measurement should not be regarded as a representative country to country measurement but as an operational measure of postal performance which allows postal operators to get an indication of operational issues.

The reporting tool of the HQ-HQ

measurement, a dedicated version of eDacs, allows the postal operators to analyze main transport routes and to discover potential bottlenecks, hence, to improve quality of service for international mail customers.

In comparison to other more sophisticated and complicated measurement systems, the IPC/PostEurop HQ-HQ measurement system offers international, flexible, simple, quick, operational and diagnostic quality service measures at the lowest cost possible.

This continuous measurement gives the postal operators opportunity to step into a diagnostic quality of service performance measurement system and therefore to demonstrate their commitment to provide customers with reliable postal service of a high quality. The details of the methodology, overall process, history and countries participating, you will find in first edition of the "IPC/PostEurop HQ-HQ Newsletter".

**For more information please contact Maire Lodi at PostEurop or Louis-Francois de Robiano at IPC**

## MARKET COMMITTEE

**The preparatory meeting of the newly formed Customer Relations Management (CRM) working group was held in Brussels on 22 September 2009.**

During the meeting, participants were of the opinion that the interest of PostEurop members was too low for such an important issue as Customer Relations Management. It was further concluded that, although the current crisis would be

the main factor for poor attendance, it is still crucial for companies to invest in the customer.

One of the main topics of the meeting was the framework of the new working group and the main conclusion was that CRM is important for the European Postal sector and the CRM working group must continue to further determine and execute the relevant activities.

Another important part of the meeting was a workshop on Customer Relations Management conducted by management consultant Derek Osborn. During the

workshop participants were able to finalise the outlines and options for the work plan. It is anticipated that the first big event could only be scheduled for this year.

PostEurop has started the search for a Market Manager who will be based at the PostEurop headquarters. He/she will be dedicated to the activities within the Market Committee.

*Meanwhile, members interested in active participation in the working group are welcome to contact the chair of the Market Committee, Mr. Jan Sertons from TNT Post.*



## Leonardo da Vinci partnership project - Introducing "Training Partnership for a Changing Post"

**Under the PostEurop Social Responsibility Committee (SRC), the training working group has decided to apply for the European Commission Leonardo da Vinci programme. The programme became an integral part of the SRC roadmap and action plan for 2010.**

Leonardo da Vinci is a European programme dedicated to lifelong vocational training which aims at promoting and facilitating the exchange of good 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.

The main benefits of this programme are:

- to deepen the sharing of experience in the field of lifelong vocational training and include it in the medium and long term
- to sustain and finance a network of experts
- to innovate and implement new training methods
- to show the involvement of the postal sector in a period of change, particularly

in the field of employment and skills development

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

A first preparatory visit was organised on 16, 17 and 18 November in Brussels with funds from the Leonardo da Vinci partnership project. This meeting was aimed at drafting the detailed programme and choosing the relevant topics for the two coming years.



**For more information please contact: Nathalie Ganzel ([nathalie.ganzel@laposte.fr](mailto:nathalie.ganzel@laposte.fr)) or Antonino Scribellito ([antonino.scribellito@posteurop.org](mailto:antonino.scribellito@posteurop.org))**

## USEFUL LINKS

### SOCIAL ENVIRONMENT

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

### PUBLIC AFFAIRS NEWS

DODS  
[www.dods.co.uk](http://www.dods.co.uk)  
 EurActiv  
[www.euractiv.com](http://www.euractiv.com)  
 Europarl TV  
[www.europarltv.europa.eu](http://www.europarltv.europa.eu)  
 European Agenda  
[www.european-agenda.com/news](http://www.european-agenda.com/news)  
 EU Observer  
[euobserver.com](http://euobserver.com)  
 EU Politix  
[www.eupolitix.com](http://www.eupolitix.com)  
 European Voice  
[www.europeanvoice.com](http://www.europeanvoice.com)  
 IIEA  
[www.iiea.com/news](http://www.iiea.com/news)

### PUBLIC AFFAIRS BLOGS

BlogActiv  
[blogactiv.eu](http://blogactiv.eu)

## ANNOUNCEMENTS

As of 1 March 2010, PostEurop will be based in the new premises. Here are our new contact details:

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