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**OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
3, 4 JUNE 2024 ARUSHA, TANZANIA**

SUPPLY CHAIN WORKING GROUP (SCG) REPORT

1. Subject Supply Chain Working Group (SCG) Report	References/Paragraphs PAPU Action Plan 2022-2025
2. Decisions expected: <ul style="list-style-type: none">• Adopt the Report.• Consider the Recommendations of the Working Group.	

1.0 INTRODUCTION

The Supply Chain Working Group (SCG) met virtually on 21st March 2024. During the Working Group's meeting, several issues on the agenda were discussed and deliberated on, as indicated below.

2.0 THE MAIN ISSUES TABLED AND DISCUSSED

The following salient issues were deliberated on during the meeting:

- i) Status of Implementation of the Supply Chain Working Group Action Plan:
 - a) Operational Efficiency and E-commerce Development Project (ORE 3)
 - b) Security Action Group Creation
 - c) International Mail Transportation:
 - Transport Workshop Report
 - PAPU-AFRAA Task Force Meeting Report.
- ii) Quality of Service Performance Review:
 - Africa GMS Results 2023
- iii) Global Issues: UPU Supply Chain Committee

3.0 REPORT SUBMISSION

The detailed report for the Working Group meeting is annexed herewith.

4.0 RECOMMENDATIONS

The Supply Chain Working Group tables the following recommendations for consideration and adoption by the Operations and Technology Committee:

a) On Operational Readiness for E-commerce

- i) DOs should use quality monitoring tools like QCS and IQRS to assess their performance and take corrective measures.
- ii) DOs should take advantage of on-site evaluation missions to improve operational efficiency and their specific country performance in implementing the project.
- iii) Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to improve regional performance.

b) On Security matters;

- i) Create the PAPU Security Action Group (SAG) to spearhead development, coordination, facilitation, and implementation of the Africa Region security strategies in line with the UPU Postal Security Standards, S58 & S59
- ii) Constitute the membership of PAPU SAG with UPU Security-Certificated members working at Security Units and duly nominated by DOs PMGs/DGs of Designated Operators of PAPU Member States
- iii) Adopt the Terms of Reference of the PAPU SAG

c) On Transport Matters

- i) Take note of the creation of the Africa Transport Think Tank and its co-option under the PAPU-AFRAA Task Force.
- ii) Member States should provide support to the PAPU organs that seek to address the transport challenges in Africa namely the Transport Think Tank and the PAPU AFRAA Task Force.
- iii) PAPU General Secretariat to circulate a Questionnaire seeking to establish the status of mail transportation in Designated Operators of the Member States.
- iv) Members were encouraged to sign SLAs with ET on mail conveyance in line with the envisaged PAPU-ET MoU.

d) On Quality-of-Service Performance Review

- i) Designated Operators are urged to participate in GMS Link quality of service testing to be able to participate in the quality-of-service link to terminal dues and earn extra revenue through Terminal Dues.
- ii) Designated Operators are urged to participate in GMS World quality of service testing to monitor and improve quality of service for international mail.

e) Key Global Supply Chain Issues

- i) Member States were urged to take note of international developments at UPU on Customs Group, Transport Group and Security Group and take necessary compliance steps to meet standards and established targets, particularly on the following
 - a. Customs Compendium.

- b. European Union Import Control System (ICS) Release 2.
- c. UPU EAD Global Postal Model- outstanding issues.
- d. Postal Transport Guide approved by POC

5.0 DECISIONS EXPECTED

The report is submitted for the Committee to:

- Adopt the Report;
- Consider the Recommendations of the Working Group.



SUPPLY CHAIN WORKING GROUP (SCG) REPORT

Virtual Meeting, 21st March 2024

1.0 INTRODUCTION

The Supply Chain Working Group (SCG) virtual meeting was held on 21st March 2024 from 0800 hours to 1100 hours GMT.

2.0 REMARKS

2.1 Welcome Remarks by the Chairperson

The Chairperson, Mr. Jasson Kalile of Tanzania, called the meeting to order and commenced the deliberations for the day by greeting and welcoming all participants to the meeting.

He highlighted that the different activities being reported on, which included Operational Readiness for E-commerce Project, Security certification, and transport matters under AFRAA, just to mention a few, reflected the diverse work that the Working Group was dealing with.

He encouraged members to engage and share insights actively.

2.2 Opening Remarks by the PAPU Secretary General

The Secretary General, Dr. Sifundo Chief Moyo, expressed gratitude to the Chairman and the entire Bureau for guiding and leading the work of the Supply Chain Working Group and thanked participants for attending the meeting.

The SG stressed that the Working Group deliberates on matters relating to the mail supply chain, including collaboration with various stakeholders. These matters include, among others, Customs, Security, Mail Transportation, E-commerce, Quality of Service, and compliance with UPU standards in mail exchange.

Specifically, he pointed out that the Post is currently occupied with emerging issues concerning the exchange of Electronic Advance Data (EAD), such as ICS2 regulations and their resultant transport and security requirements. To comply with these requirements, the Post in Africa was seized with establishing the Africa Transport Think Tank and Africa Security Action Group and participating in the EAD Compliance project, among other activities.

He indicated that the Supply Chain Working Group continues to deliver on its mandate to ensure that the African Post adapts and keeps abreast with global developments in the postal sector to remain relevant in this e-commerce business and digital era. The Working Group is, therefore, the bedrock of postal operations and a platform where issues of common interest to DOs in Africa are deliberated.

Lastly, the Secretary General pledged the General Secretariat's unwavering support for the Working Group's work and wished them fruitful deliberations.

3.0 CONFIRMATION OF BUREAU

3.1 Working Group Bureau

The Working Group Bureau was confirmed as follows:

- Chairperson: Tanzania
- 1st Vice Chairperson: Malawi
- Secretariat: PAPU General Secretariat

The positions of 2nd Vice Chairperson and Rapporteur remain vacant.

3.2 Participation

3.2.1 Member States

66 participants attended the meeting from the following PAPU Member States: Algeria, Angola, Benin, Botswana, Burkina Faso, Central African Republic, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Kenya, Lesotho, Madagascar, Malawi, Nigeria, Senegal, South Africa, South Sudan, Tanzania, Tunisia, Uganda, and Zimbabwe.

3.2.2 PAPU General Secretariat

The Secretary General, Dr. Sifundo Chief Moyo, and the General Secretariat Team attended the meeting.

4.0 ADOPTION OF THE AGENDA

The General Secretariat presented the draft agenda, which was adopted unaltered.

5.0 STATUS OF IMPLEMENTATION OF THE SUPPLY CHAIN ACTION PLAN

Several activities were undertaken to implement the Supply Chain Working Group Action Plan. The General Secretariat reported on the main ones as follows:

5.1 Operational Readiness for E-commerce (ORE3) Project

The General Secretariat presented the Operational Readiness for E-commerce (ORE3) Project Report under **PAPU/OTC/SCG/01/2024 - Doc No. 02.**

UPU is implementing the Project in collaboration with PAPU within the framework of the Regional Development Plan for Africa Congress Cycle 2022–2025. The project's overall objective is to enhance postal network delivery performance by modernizing operational processes and utilizing standardized IT tools and systems in accordance with regulatory, technical, and operational requirements.

Under the Project, annual review workshops, monthly checkpoints, and on-site evaluation missions are held to assess progress in implementing the deliverables in each participating Designated Operator (DO).

5.1.1 ORE Workshops

The 2nd ORE 3 Workshop for Anglophone African Countries was held in Nairobi, Kenya, from 25 to 29 September 2023, while the one for francophone countries was held from 14 to 18 August 2023 in Cotonou, Benin. Another Workshop was also held for the Arab Region, which includes North African countries.

The Workshops aimed to enhance participants' knowledge and practical skills related to postal service efficiency, quality of service, and compliance with e-commerce requirements.

Kenya expressed its appreciation to the UPU and PAPU for giving them the opportunity to host one of the Workshops, which allowed them to provide fifteen (15) participants. The on-site review allowed Kenya to identify gaps in its operational processes and how to address them. Kenya informed the meeting that they are now working towards UPU Quality Management Certification following the workshop.

The 3rd Workshop for the African Region was held from 6 to 10 May 2024 in Gaborone, Botswana, for French and English-speaking African countries.

5.1.2 Monthly Checkpoint Meetings

At the start of the ORE 3 Project, each participating DO appointed a project team led by a Country Project Manager. Country Roadmaps and Action Plans were developed per the project's seven pillars to enable monitoring and evaluation of progress made in implementing the Project.

Countries are implementing their roadmaps and action plans at different levels. Therefore, the Regional Project Facilitators and Field Experts hold monthly Checkpoint meetings to evaluate progress.

5.1.3 Onsite Review Missions

During the Cycle, regional operational consultants and experts conducted on-site review missions in each participating DO and on-site evaluation missions.

In 2023, the following evaluation missions were conducted: Angola, Burundi, Central African Republic, Chad, Comoros, Equatorial Guinea, Gabon, Guinea, Lesotho, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, South Africa, Zambia and Zimbabwe.

South Sudan highlighted operational challenges it is experiencing, including using IPS and international mail routing. In this regard, the meeting proposed arranging a meeting between South Sudan and other regional partners, namely, Kenya and Uganda, to devise solutions to the challenges. PAPU general Secretariat offered to participate in the meeting and render the support necessary to resolve these South Sudan mail operations-related challenges.

5.1.4 Workshop Recommendations and Action Points

- i) DOs should use quality monitoring tools like QCS and IQRS to assess their performance and take corrective measures;
- ii) DOs should take advantage of on-site evaluation missions to improve operational efficiency and their specific country performance in implementing the project;
- iii) Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to improve regional performance.

5.2 Security Action Group Creation

The General Secretariat presented a Report on creating the Africa Security Action Group under **PAPU/OTC/SCG/01/2024 - Doc No. 03**.

Per Article 8 of the UPU Convention and its Regulations, Designated Operators are encouraged to comply with the S58 and S59 standards and attain certification. The UPU created regionally selected groups of security experts trained in the security certification process, methodology, and requirements. These security experts support the Member States with guidance and clarifications on successfully implementing the security standards S58/S59 requirements and achieving the security certification.

The Security Standards Certification process was analyzed and evaluated in 2023 to identify gaps and areas for improvement and ensure consistency between security certification reviewers and Designated Operators (DOs) engaged in the certification process.

The review of the security certification methodology identified the Postal Security Group (PSG) and Security Action Groups (SAGs) within Restricted Unions as the guiding pillars supporting UPU security standards S58/S59 and the associated certification process. The Security Action Groups (SAGs) will operate in the regions through the Restricted Unions in pursuance of the UPU Mission.

The PAPU Security Action Group to be established is intended to develop, coordinate, facilitate, and implement the Africa Region security strategies in line with the UPU Postal Security Standards, S58 & S59, through the Postal Security Group (PSG) of the UPU.

5.2.1 Implementation of Security Standards

DOs that comply with the requirements of S58 and S59 standards can apply for certification. The following African countries have attained security standards certification for their critical facilities: Burkina Faso, Cape Verde, Malawi, Morocco and Togo.

5.2.2 Creation of PAPU Security Action Group

The Working Group considered the Report on the creation of the PAPU Security Action Group (SAG) with Terms of Reference (ToRs) as follows:

- i) Develop a strategy to assist Designated Operators (DOs) in Africa in the implementation of UPU security standards S58 and S59 with the goal of achieving certification, setting out clear timelines and targets in line with the prescribed UPU security certification process guidelines;
- ii) Create awareness with regards to postal security and safety by developing a regional training workshop schedule with target audiences that may include mail handlers, security personnel and drivers. This platform may also be used to disseminate DOs' experience of security challenges and best practices in the region;
- iii) Arrange and/or facilitate security reviews or compliance audits in line with UPU security standards for DOs within the region wishing to achieve certification, with guidance from the PSG;
- iv) Produce regular and timely reports on the progress made by DOs in improving the security status of their critical facilities in line with the provisions of the security standards;
- v) Conduct monitoring with a focus on the following:
 - a) Security awareness and compliance with UPU security standards S58/S59;
 - b) Security reviews and certification relative to UPU security standards S58/S59;
 - c) Elimination of dangerous goods and prohibited items in the postal network;
 - d) Collaboration with regional security and regulatory entities;
 - e) Assist in curbing international mail violations or theft in line with existing local post-related criminal laws;
 - f) Evaluation and analysis of regional quarterly security reports.
- vi) Complete, in close liaison with the PAPU General Secretariat, a self-assessment of the work done at the end of each term to evaluate the effectiveness and impact of the PAPU-SAG.

The Working Group adopted the document on the creation of the PAPU SAG based on a proposal by Kenya, supported by Benin, Botswana, and Zimbabwe.

It was agreed that the SAG members be duly nominated by Heads of DOs (PMGs/DGs) of PAPU Member States through sub-regional organizations. The General Secretariat has since written to sub-regional organizations to coordinate the nomination of the members who should be employed at managerial or supervisory levels in Security Units and be UPU-security certificated.

5.3 International Mail Transportation

5.3.1 Transport Workshop

The General Secretariat presented the Transport Workshop Report under **PAPU/OTC/SCG/01/2024 - Doc No. 04**.

In collaboration with PAPU, the UPU organized a Transport Workshop from 7 to 8 December 2023 in Arusha, Tanzania. The Workshop's main objectives were to examine ways to improve transport performance (Leg 2) and foster the establishment of Regional Transport Hubs to ensure efficient international mail transportation in Africa.

Transport experts from Cameroon, Cote d'Ivoire, Ethiopia, Ghana, Kenya, Rwanda, South Africa, Tanzania and Togo attended the Workshop. The UPU awarded a fellowship to one person from each participating DO.

Ethiopian Airlines attended for the airlines even though some other African airlines had been invited to participate in the Workshop.

5.3.2 Workshop Recommendations

The following were the main recommendations and action points stemming from the Workshop:

- i) Create a list of international mail carriers in the routing plan and:
 - a. Verify EDI capability for each carrier;
 - b. Set up CARDIT/RESBIT exchange processes for efficient data interchange;
 - c. Evaluate results in QCS and IQRS.
- ii) Establish a dedicated Compliance Team to review and assess EAD Compliance reports (Report can be downloaded from IQRS);
- ii) Create a dedicated Team responsible for implementing Paper Free Transport through the use of paper-free guidelines;

The Working Group adopted the report on a proposal from Uganda, seconded by Zimbabwe. Member States were implored to provide international mail transportation information to the UPU, including contact persons, to ensure efficient and effective mail transportation in Africa.

5.3.3 PAPU-AFRAA Task Force Meeting Report.

The Chairman of the PAPU-AFRAA Task Force presented the Task Force Report under **PAPU/OTC/SCG/01/2024 - Doc No. 05**.

The PAPU-AFRAA Task Force held a virtual meeting on 11 March 2024 to discuss mail transportation matters affecting Designated Operators in Africa. (NB: The Task Force Chairperson, Kenya, will present the detailed report.)

The main areas covered during the Task Force meeting were:

- i) Status of Implementation of the Task Force Action Plan.
- ii) Regional Transport Facilitation.
- iii) Africa Transport Think Tank Creation.

The following recommendations came out of the meeting:

- i) The Task Force took note of the creation of the Africa Transport Think Tank and consequently coopted the Africa Transport Think Tank as part of its organs;
- ii) Member States should provide support to the Africa Transport Think Tank as well as the Task Force to address the transport challenges in Africa;
- iii) There is a need to prepare and circulate a Questionnaire on the status of mail transportation in Designated Operators to resolve the issues;
- iv) Members were encouraged to sign SLAs with ET on mail conveyance in line with the envisaged PAPU-ET MoU.

6.0 Quality of Service Performance Review

The General Secretariat presented the Quality of Service Review for African Designated Operators under **PAPU/OTC/SCG/01/2024 - Doc No. 05**.

The Global Monitoring System (GMS) is a quality measurement system managed by the UPU International Bureau. Its main objective is to provide Member States with accurate, high-quality operational results for ordinary letter post items. To provide testing information, a reporting system called the GMS Statistical System for Analysis and Reports (GMS STAR) was implemented.

There are two testing modules, GMS Link and GMS World. GMS Link tests inbound international letter post items and can be used for the Quality of Service Link to Terminal Dues. GMS World, on the other hand, tests the end-to-end (E2E) stream for both inbound and outbound items.

6.1.1 African Designated Operators' GMS Participation

Africa's participation **remains low** after the Covid-19 pandemic. Seventeen (17) DOs participated in GMS Link in 2023 compared to twenty-three (23) in 2019, while sixteen (16) DOs participated in GMS World compared to thirty-three (33) in 2019.

6.1.2 GMS World Outbound Results - 2023

The GMS World results for outbound mail 2023 for African DOs were presented.

The E2E quality of service performance for outbound international mail from Africa is generally below the expected targets. On average, mail within Africa was taking **an average of 13.5 days** to be delivered with an **on-time delivery rate of 34.5%**.

It is also important to note that only 290 test items were sent out during the year, which is a considerably small sample size to determine accurately the quality of service performance in the region.

Côte d'Ivoire and Kenya performed well on outbound E2E mail transmission with **100% and 75% on-time delivery**, respectively.

6.1.3 GMS Link Results 2023

GMS Link results for the African countries that participated in 2023 were presented and analyzed.

Eswatini, Malawi, Morocco, Togo, and Tunisia met their inbound targets in 2023, while Botswana, Tanzania, and Uganda performed well but fell short of reaching their targets. The rest of the countries performed far below expectations; hence, they need to improve their performance to achieve the targets.

The report was adopted on a proposal by Tanzania and seconded by Uganda.

6.1.4 Recommendations

- i. Designated Operators are urged to participate in GMS Link quality of service testing to participate in the quality of service link to terminal dues and earn extra revenue through Terminal Dues.
- ii. Designated Operators are urged to participate in GMS World quality of service testing to monitor and improve quality of service for international mail.

7.0 GLOBAL ISSUES: UPU SUPPLY CHAIN COMMITTEE

The key global supply chain issues under the UPU Postal Operations Committee 1 (Supply Chain) were presented by Mr. Habu Zoaka on behalf of Nigeria, the PAPU lead country for the Committee.

The presentation covered highlights from the Customs Group, Transport Group, and Security Group as follows:

- Customs Compendium.
- European Union Import Control System (ICS) Release 2.
- UPU EAD Global Postal Model- outstanding issues.
- Postal Transport Guide approved by POC.

It was recommended that Members take note of developments in the international space at UPU on the Customs Group, Transport Group, and Security Group and take necessary proactive steps to remain compliant with standards and established targets.

8.0 RECOMMENDATIONS

The Supply Chain Working Group tables the following recommendations for consideration and adoption by the Operations and Technology Committee:

f) On Operational Readiness for E-commerce

- iv) DOs should use quality monitoring tools like QCS and IQRS to assess their performance and take corrective measures.
- v) DOs should take advantage of on-site evaluation missions to improve operational efficiency and their specific country performance in implementing the project.
- vi) Country Project Managers should continue implementing activities in their Country Roadmaps and Action Plans to improve regional performance.

g) On Security matters;

- iv) Create the PAPU Security Action Group (SAG) to spearhead development, coordination, facilitation, and implementation of the Africa Region security strategies in line with the UPU Postal Security Standards, S58 & S59
- v) Constitute the membership of PAPU SAG with UPU Security-Certificated members working at Security Units and duly nominated by DOs PMGs/DGs of Designated Operators of PAPU Member States
- vi) Adopt the Terms of Reference of the PAPU SAG

h) On Transport Matters

- v) Take note of the creation of the Africa Transport Think Tank and its co-option under the PAPU-AFRAA Task Force.
- vi) Member States should provide support to the PAPU organs that seek to address the transport challenges in Africa namely the Transport Think Tank and the PAPU AFRAA Task Force.
- vii) PAPU General Secretariat to circulate a Questionnaire seeking to establish the status of mail transportation in Designated Operators of the Member States.
- viii) Members were encouraged to sign SLAs with ET on mail conveyance in line with the envisaged PAPU-ET MoU.

i) On Quality-of-Service Performance Review

- iii) Designated Operators are urged to participate in GMS Link quality of service testing to be able to participate in the quality-of-service link to terminal dues and earn extra revenue through Terminal Dues.
- iv) Designated Operators are urged to participate in GMS World quality of service testing to monitor and improve quality of service for international mail.

j) Key Global Supply Chain Issues

- ii) Member States were urged to take note of international developments at UPU on Customs Group, Transport Group and Security Group and take necessary compliance steps to meet standards and established targets, particularly on the following
 - e. Customs Compendium.
 - f. European Union Import Control System (ICS) Release 2.
 - g. UPU EAD Global Postal Model- outstanding issues.
 - h. Postal Transport Guide approved by POC

9.0 DATE AND VENUE OF NEXT MEETING

The General Secretariat informed the meeting that the date and venue of the next meeting of the Supply Chain Working Group (SCG) will be communicated once consultations have been finalized.

The Chairperson of the Working Group is expected to present the Working Group's Report and Recommendations to the Operations and Technology Committee meeting during the 42nd Administrative Council Session.

10.0 ANY OTHER BUSINESS

No other business was discussed.

11.0 CLOSING

In his closing remarks, the Secretary General, thanked participants for their attendance and active participation and the General Secretariat staff for the logistical arrangements. He reaffirmed the General Secretariat's support in the work of the Supply Chain Working Group.

The Chairperson thanked everyone and wished them success in their endeavors.

The 1st Vice Chair, Mr. Shadreck Vokhiwa (Malawi), thanked the Chairman for steering the meeting, which considered a variety of issues relating to supply chain and postal operations. He congratulated the Working Group on creating the PAPU Security Action Group and endorsing the creation of the Africa Transport Think Tank.

He wished everyone well and closed the meeting at 11:01 (GMT).

List of Participants

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