



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

**PAPU/AC/OTC/01/2024 – Doc No. 09**

**PAPU/AFRAA TASK FORCE REPORT**

<b>1. Subject:</b> PAPU-AFRAA Task Force Report	<b>References/Paragraphs</b> PAPU Action Plan 2022-2025
<b>2. Decisions expected:</b> <ul style="list-style-type: none"><li>• Adopt the Report</li><li>• Take note of the Recommendations.</li><li>• Provide guidance as necessary.</li></ul>	

**1.0 INTRODUCTION**

The PAPU-AFRAA Task Force met online on 11<sup>th</sup> March 2024 to discuss mail transportation matters affecting Designated Operators in Africa.

**2.0 MAIN AREAS COVERED**

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

**3.0 REPORT SUBMISSION**

The detailed report is attached herewith as Annex 1.

**4.0 RECOMMENDATIONS/ACTION POINTS**

The following recommendations came out of the meeting:

- The Task Force took note of the creation of the Africa Transport Think Tank and coopted the Africa Transport Think Tank as part of its organs.
- The Task Force should endeavor to address international mail transport challenges facing DOs in Africa.

- Member States should provide support to the Africa Transport Think Tank as well as the Task Force to address the transport challenges in Africa.
- There is a need to prepare and circulate a questionnaire on the status of mail transportation in Designated Operators to resolve the issues.
- Members were encouraged to sign SLAs with ET on mail conveyance in line with the envisaged PAPU-ET MoU.
- Continue to collaborate with AFRAA in line with the MoU provisions.

## **5.0 DECISION**

The Report is submitted to the Committee for:

- i) Adoption;
- ii) Approval of the Recommendations of the Task Force;
- iii) Guidance on any other issues deemed necessary.



**PAPU/AC/OTC/01/2024 – Doc No. 09  
ANNEX 1**

## **PAPU/AFRAA TASK FORCE REPORT**

### **1.0. INTRODUCTION**

The PAPU-AFRAA Task Force, which deals with mail transportation matters under the Supply Chain Working Group, held its meeting on 11<sup>th</sup> March 2024.

The Task Force consists of mail transport experts from Designated Postal Operators representing the five (5) African sub-regions and representatives from the African Airlines Association (AFRAA). The Postal representatives are from Cameroon, Kenya, Nigeria, South Africa, and Tunisia.

### **2.0. REMARKS**

#### **2.1. Chairman's Remarks**

The Task Force Chairman, Mr. Peter Wanyeki delivered his remarks in which he thanked everyone for sparing time to attend the meeting. He highlighted the challenges DOs are experiencing in mail transportation, especially with mail transiting through Europe, and the need for such mail to have Electronic Advance Data (EAD) from the 1<sup>st</sup> of April 2024. He stressed the need to engage AFRAA in collaboration with African airlines to comply with these requirements and exchange the electronic data with Designated Operators.

The Chairman appreciated Ethiopian Airlines' attendance at the meeting and for providing the African continent with a contingency plan to address the ISC2 challenges.

#### **2.2. PAPU Secretary General Remarks**

The PAPU Secretary General, Dr. Sifundo Chief Moyo, welcomed participants and thanked the Chairman for accepting the task force's lead. He thanked the partners, AFRAA and Ethiopian Airlines, for attending the meeting.

The SG reiterated the PAPU-AFRAA Task Force's broad mandate to enhance cooperation between Designated Operators and African Airlines to ensure efficient mail circulation in Africa and beyond.

Within the framework of the MoU signed between PAPU and AFRAA, the two parties have been collaborating in some areas, such as collectively finding solutions to mail conveyance challenges during the COVID-19 pandemic, attending each other's meetings, especially the Air Cargo Task Force and the PAPU Administrative Council, and sharing information and experience on developments and international best practices in the industry.

He stressed the need to enhance collaboration by ensuring that PAPU and AFRAA work together within this task force to address the challenges faced by DOs in international mail transportation.

### **2.3. AFRAA Remarks**

Mr. Raphael Kuuchi delivered remarks on behalf of AFRAA. He applauded the DOs' direct engagement with African airlines and thanked PAPU for the collaborative work undertaken on mail conveyance in Africa, particularly on the decision to use Ethiopian Airlines as a hub for African mail, considering its global coverage.

He reiterated that AFRAA will always provide the necessary collaborative support to grow airline-DO business in Africa in line with the MoU signed with PAPU.

### **3.0. TASK FORCE BUREAU**

The Task Force Bureau was constituted as follows:

<b>Chairperson:</b>	<b>Kenya</b>
<b>1<sup>st</sup> Vice Chairperson:</b>	<b>South Africa</b>
<b>2<sup>nd</sup> Vice Chairperson:</b>	<b>Cameroon</b>
<b>Secretariat:</b>	<b>PAPU General Secretariat</b>

### **3.1. Participation**

#### **3.1.1. PAPU Member States Present:**

Eighty-two (82) participants from the following PAPU Member States attended the Task Force meeting: Botswana, Burkina Faso, Burundi, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Eswatini, Kenya, Morocco, Mozambique, Namibia, Nigeria, Sierra Leone, South Africa, South Sudan, Tanzania, Togo, Tunisia, Uganda and Zimbabwe.

#### **3.1.2. Other Participants**

- i) The PAPU Secretary General, Dr. Sifundo Chief Moyo was in attendance leading the General Secretariat Team.
- ii) The Commercial Director, Mr. Raphael Kuuchi, led the African Airlines Association Secretariat (AFRAA) Team.
- iii) Mauritius attended as an observer.

The detailed list of participants is attached to this Report as Annex 3

#### **4.0. ADOPTION OF THE AGENDA**

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

#### **5.0. STATUS OF IMPLEMENTATION OF TASK FORCE ACTION PLAN**

The General Secretariat presented the Status Report on Implementation of the Task Force Action Plan under PAPU/OTC/SCG/PATF/01/2024 Doc No. 02. The activities which were undertaken during the financial year 2023/2024 were:

##### **5.1. Collaboration with AFRAA**

The MOU signed between PAPU and AFRAA enables the two parties to attend each other's meetings. AFRAA Secretary General, Mr. Abderahmane Berthe, attended the PAPU Administrative Council Session on 30<sup>th</sup> August 2023 in Arusha, Tanzania. During the meeting, particularly on the PAPU/AFRAA relationship, emphasis was placed on the need to enhance the relationship with the African Airlines Association (AFRAA) as well as the African Civil Aviation Commission (AFCAC) in the interest of efficient and Safety & Security of mail circulation on the African continent.

##### **5.2. Transport Workshop**

A Transport workshop was organized in collaboration with the UPU from 7<sup>th</sup> to 8<sup>th</sup> December 2023 in Arusha, Tanzania. The workshop's main objective was 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, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Rwanda, South Africa, Tanzania, and Togo attended.

Ethiopian Airlines also attended the workshop.

##### **5.3. Leg 2 Performance**

DOs can monitor their transport performance (leg 2) in the Integrated Quality Reporting System (IQRS), measured by the time elapsed between the different EDI messages exchanged by partner posts and those exchanged with airlines. Transport performance for Africa for the period January to December 2023 was presented. It was noted that mail took an average of 15 and 12 days from EMC to EMD and PREDES to RESDES, respectively, while CARDIT to RESDIT 74 took 4 days.

Discussions on the matter indicated that the delays in EMC to EMD and PREDES to RESDES could be caused by the following:

- Technical challenges related to data transmission.
- Domestic transport challenges.
- Closing tables not being in place.
- Closing of dispatches not being in line with transport schedules.

It was agreed that the challenges may differ with each Designated Operator, hence the need to prepare and circulate a questionnaire on transport issues to gather information on the status of each Designated Operator with a view to resolving the issues ultimately.

A training session on the analysis and use of the transport reports was also necessary to ensure that the transport experts and operations staff understand the reports and use them to take corrective actions where required.

The report was adopted on a proposal by Nigeria and seconded by Kenya.

## **6.0. REGIONAL TRANSPORT FACILITATION**

### **6.1. Ethiopian Airlines (ET) Regional Hub**

Ethiopian Airlines made a presentation on the Regional Hub, which was officially launched in Addis Ababa on 29<sup>th</sup> February 2024. The presentation covered the following:

- i) **Ethiopian Airlines facts**
  - a. More than 130 destinations in 5 continents
  - b. Over 67 freighter destinations
- ii) **Regional Hub dedicated to e-commerce, mail, and courier under the following service offerings:**
  - ET- Mail
  - ET- eCom
  - ET- Courier
  - On Demand Fulfilment
- iii) **Areas of cooperation with the Post:**
  - a. Offer air transport service across its 130+ wide network.
  - b. Provides full visibility through EDI.
  - c. Cargo to mail conversions @ ADD.
  - d. Collaboration with Ethio Post on closed transit dispatches.
- iv) Use the EZY Post system to ensure mail visibility.

The discussions with the airlines covered the following:

- Challenges of mail taking too long to reach destinations (average of 20 days).
- Service Level Agreements between ET and DOs.
- Rates negotiated and agreed between the DO and ET.
- The tracking system EZY Post is compatible with IPS for exchanging CARDIT/RESBIT messages.
- Use of partner airlines for destinations where ET does not ply.
- ET flying to European destinations- ICS2 compliance.

The Ethiopian Airlines contacts were shared with the participants so they could contact them or the Area Offices in their respective countries for issues relating to Service Level Agreements (SLAs) and other mail conveyance matters.

South Africa Post Office (SAPO) alluded to the progress that they have made in stabilizing the mail processing times and then further shared their contacts in case of any challenges with mail to South Africa or mail transiting via Johannesburg.

## **6.2. PAPU-ET Memorandum of Understanding (MoU)**

The General Secretariat informed the meeting that PAPU and Ethiopian Airlines are engaging each other in signing a Memorandum of Understanding (MoU) to enhance collaboration in mail conveyance in Africa. Member States were, therefore, requested to share their concerns with the General Secretariat to ensure that they are tackled under the MoU.

It was, however, stressed that the MoU to be signed between PAPU and ET will not substitute the SLAs signed with DOs, but it will create a consolidated platform and approach to tackling mail transportation issues in Africa by Ethiopian Airways.

## **7.0. AFRICA TRANSPORT THINK TANK**

The General Secretariat presented PAPU/OTC/SCG/PATF/01/2024 Doc No. 03 on creating the Africa Transport Think Tank (TTT).

Further to the Regional Transport Workshop, which was held from 7<sup>th</sup> to 8<sup>th</sup> December 2023 in Arusha, Tanzania, whose objective was to improve transport performance (Leg 2) in Africa as well as foster the establishment of Regional Transport Hubs to ensure efficient international mail transportation in Africa, a Transport Think Tank (TTT) was created.

The Africa Transport Think Tank (TTT) was created as detailed in Annex 2

The Task Force resolved to co-opt the Africa Transport Think Tank as part of its organs.

## **8.0. DATE AND VENUE OF NEXT MEETING**

The General Secretariat informed the meeting that the date and venue of the Task force's next meeting will be communicated in due course once arrangements have been made.

Meanwhile, the Chairperson will submit the report of this meeting to the Supply Chain Working Group, which will meet virtually on 21<sup>st</sup> March 2024.

## **9.0. ANY OTHER BUSINESS (AOB)**

No other business was discussed.

## **10.0. RECOMMENDATIONS/ACTION POINTS**

The following recommendations came out of the meeting:

- i) The Task Force should endeavor to address international mail transport challenges facing DOs in Africa.
- ii) Took note of the creation of the Africa Transport Think Tank and co-opted the Africa Transport Think Tank as part of its organs.
- iii) Member States were asked to support the Africa Transport Think Tank and the Task Force in addressing the transport challenges in Africa.
- iv) There is a need to prepare and circulate a questionnaire on the status of mail transportation in Designated Operators to resolve the issues.
- v) Members were encouraged to sign SLAs with ET on mail conveyance in line with the envisaged PAPU-ET MoU.
- vi) Continue to collaborate with AFRAA in line with the MoU provisions.

## **11.0. CLOSING**

The Secretary General thanked everyone for attending the meeting, participating actively, and providing support during its course. He stressed the need for the Task Force, which has representation from each sub-region, to work together actively to address transport challenges in Africa.

The Chairperson thanked all Members for the fruitful deliberations and declared the meeting closed at 10:20 GMT.



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ANNEX 2

## **AFRICA TRANSPORT THINK TANK CREATION**

### **1.0 Background**

The General Secretariat presented **PAPU/OTC/SCG/PATF/01/2024 Doc No. 03** on creating the Africa Transport Think Tank (TTT).

Further to the Regional Transport Workshop, which was held from 7<sup>th</sup> to 8<sup>th</sup> December 2023 in Arusha, Tanzania, whose objective was to improve transport performance (Leg 2) in Africa as well as foster the establishment of Regional Transport Hubs to ensure efficient international mail transportation in Africa, a Transport Think Tank (TTT) was created.

### **2.0 Africa Transport Think Tank Composition**

The Transport Think Tank (TTT) consists of

- i) Ten Transport Experts from Designated Operators (DOs) from the following Member States: Botswana, Cameroon, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Rwanda, South Africa, Tanzania, and Togo.
- ii) Two (2) UPU Transport Experts
- iii) Two (2) PAPU General Secretariat.

The TTT will have a Chair and a Vice-Chair nominated by the Think Tank

### **3.0 The Terms of Reference (ToRs) of the TTT**

- i) Create a database for Transport Contacts in Africa.
- ii) Collect international mail routing information for all Africa DOs.
- iii) Suggest efficient routing for international mail from Africa, thereby improving Leg 2 performance.
- iv) Propose alternative routing plans to bypass transiting mail via the European Union.
- v) Champion the creation of regional hubs and provide contingency plans for mail routing in Africa.
- vi) Share information on open and closed transit DOs in Africa.

**PAPU-AFRAA TASK FORCE MEETING - List of Participants**

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