OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/SCG/01/2025 - Doc No. 5

SUPPLY CHAIN WORKING GROUP
28th MARCH 2025 (VIRTUAL)   TIME: 09:00 GMT

PAPU SECURITY ACTION GROUP (PSAG) REPORT

	References/Paragraphs
1. Subject: PAPU Security Action Group Report	**Resolution**
	No. 02/PAPU/AC/XLII/2024
2. Decisions expected: • Adopt the Report; • Approve the Recommendations	

1.0 INTRODUCTION

The PAPU Security Action Group (PSAG) held their meeting virtually on 25th March 2025.

2.0 MAIN AREAS COVERED

The meeting agenda covered the following main areas:

i) PAPU Security Action Group Genesis;
ii) PAPU Postal Security Activities;
iii) Proposed Strategies for implementation of Security Standards;
iv) Draft PSAG Action Plan for 2025;
v) 28th UPU Congress Proposals.

3.0 REPORT SUBMISSION

The detailed report is attached herewith as **Annex 1.**

4.0 RECOMMENDATIONS

The meeting made the following recommendations:

a) Take note of the PAPU Security activities 2024/2025;

b) Note the Draft PSAG Strategy;

c) Approve the PSAG Action Plan for the year 2025;

d) To boost the number of PAPU Member States attaining Security Certification in compliance with UPU S58 and S59 standards, Designated Operators are encouraged to utilize Quality of Service Fund Resources for Security Projects.

5.0 DECISION

The Report is submitted to the Supply Chain Working Group for:

i) Adoption;
ii) Approval of the Recommendations of the PSAG.
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PAPU SECURITY ACTION GROUP REPORT

1.0.   INTRODUCTION

The PAPU Security Action Group (PSAG) held its meeting virtually on 25th March 2025. The PSAG was created following the 42nd Administrative Council **Resolution No. 02/PAPU/AC/XLII/2024** to develop, coordinate, facilitate, and implement the Africa Region Security Strategies in line with the UPU Postal Security Standards, S58 & S59, in collaboration with the UPU Security Group (SG). The Security strategies will be implemented within the framework of the Regional Development Plan for Africa.

The Group consists of security experts from designated postal operators representing the five (5) African subregions: Algeria, Botswana, Benin, Burkina Faso, Kenya, Cameroon, Cape Verde, Malawi and Morocco.

2.0.   REMARKS

2.1.   Chairman's Remarks

The Chairman, Mr Kelebogile Ofentse of Botswana, called the meeting to order at 09:10 hours GMT. He welcomed all participants and thanked everyone for sparing time to attend the meeting. In his remarks, the Chairman underscored that the agenda, which was packed with important items to kickstart the work of the PAPU Security Action Group, was timely. He looked forward to active participation by members during the meeting by saying, *'Security makes sense when we speak with one voice'*. He was confident that the work of the PSAG would strengthen the security and safety of the postal sector in Africa.

2.2.   PAPU Secretary General Remarks

The PAPU Secretary General, Dr. Sifundo Chief Moyo, welcomed participants, including the PAPU Security Action Group Members. In his remarks, the Secretary General gave a background on the creation of the PAPU Security Action Group and the activities that the General Secretariat had undertaken following the approval of the creation of the PSAG by the 42nd Administrative Council in June 2024.

He acknowledged that, under the leadership of Botswana as Chair and Benin as Vice Chair, the PSAG was seized with its work following its first meeting held online on 20th November 2024.

He assured the PSAG of the PAPU General Secretariat's support in facilitating the implementation of the Group's mandate and wished participants fruitful deliberations.

3.0.   PAPU SECURITY ACTION GROUP BUREAU

The PSAG Bureau was confirmed as follows:

Chairperson: **Botswana;**
Vice Chairperson: **Benin;**
Secretariat: **PAPU General Secretariat.**

3.1.   Participation

3.1.1.   PAPU Security Action Group Members

Eight (8) PSAG members attended the meeting: Algeria, Benin, Botswana, Burkina Faso, Cameroon, Kenya, Malawi, and Morocco.

3.1.2.   Member States Present:

The meeting was attended by seventy-six (76) participants (Observers) from the following PAPU Member States: Algeria, Angola, Benin, Botswana, Burkina Faso, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Ethiopia, Eswatini, Gabon, Ghana, Kenya, Liberia, Madagascar, Mali, Malawi, Mozambique, Nigeria, Senegal, South Africa, Sudan, Tanzania and Tunisia.

3.1.3.   PAPU General Secretariat

The PAPU Secretary General, Dr. Sifundo Chief Moyo, was in attendance leading the General Secretariat Team, while Ms. Jessica Ssengooba, the Assistant Secretary General moderated the meeting.

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 with an amendment from Benin to include the presentation of a document on: **Proposed Strategies on Implementation of Security Standards by Designated Operators**.

5.0.   STATUS OF IMPLEMENTATION OF TASK FORCE ACTION PLAN

The General Secretariat presented the PAPU Security Action Group, Genesis, under **PAPU/OTC/SCG/PSAG/01/2025 Doc No. 02.** The document covered the following main areas:

- Background on the creation of Regional Security Action Groups;
- Creation of the PAPU Security Action Group;
- Objective of the PASG;
- Terms of Reference of the PSAG.

The meeting noted the genesis of the PAPU Security Action Group, and the PSAG members had a recap of the group's terms of reference.

6.0.   POSTAL SECURITY ACTIVITIES

The General Secretariat presented the Postal Security Activities Report under **PAPU/OTC/SCG/PSAG/01/2025 Doc No. 03**. The following main activities were implemented during the 2024/2025 financial year:

6.1.   Implementation of the 42nd Ordinary Session of the PAPU Administrative Council Resolution

The meeting noted that the Administrative Council, during its 42nd Ordinary Session held in Arusha, Tanzania, in June 2024, approved the creation of the PAPU Security Action Group (PSAG) within its structures under the Supply Chain Working Group vide **Resolution No. 02/PAPU/AC/XLII/2024**.

To implement the resolution, the following activities were undertaken:

- The PAPU General Secretariat made a call through a circular to the Member States for the nomination of members into the Group;

- This process was duly coordinated by Sub-Regional Postal bodies and PMGs/CEOs of Designated Operators in Africa;

- The submissions made resulted in the successful evaluation and appointment of nine (9) members into the PAPU Security Action Group from Algeria, Botswana, Benin, Burkina Faso, Kenya, Cameroon, Cape Verde, Malawi and Morocco;

- All the 5 African sub-regions are represented in the Security Action Group, which also incorporated the current Regional Postal Security Managers (RPSMs) – Malawi, Morocco, and Cape Verde - to ensure continuity and sustainability of the certification process.

6.2.   Notification of the Creation of the PSAG to UPU Security Group

The Secretary General notified the Universal Postal Union International Bureau, the Secretariat of the Security Group of the creation of the PSAG as recommended by the UPU Security Group. The UPU acknowledged receipt of the communication and pledged its support for the Group.

6.3.   Inaugural meeting of the PASG

The PAPU Security Action Group held its first meeting online on 20th November, 2024. The meeting discussed the PASG Objectives and UPU technical support, including the message from the UPU Security Group Chair, among other matters. During the meeting, the PSAG members elected the leadership of the Group i.e. The Chairman and Vice Chairman.

6.4.   Notification of the Creation of the Group to PAPU Member States

On 5th February 2025, the General Secretariat sent out a circular notifying PAPU Member States of the creation of the PSAG as per the resolution of the 42nd Ordinary Session of the PAPU Administrative Council.

6.5.   Analysis of Supply Chain Questionnaire – Security

The General Secretariat circulated a questionnaire on the Status of Supply Chain Services in Africa on 5th February 2025 to elicit and collect information on supply chain activities being implemented by Member States. The questionnaire included security activities.

The analysis of Member States responses to the Security questions was presented to the PSAG. South Africa commented on the low attendance of UPU Security Group Meetings by Member States, which could be attributed to the invitations not reaching the targeted group of security experts. The Chairman assured the meeting that the PSAG will work closely with the UPU Security Group to ensure that the African Security Experts get the necessary communication to facilitate their attendance.

6.6.   UPU Security Certification

The meeting was informed that the following African Designated Operators have so far been certified for compliance with the security standards: Algeria, Burkina Faso, Cape Verde, Egypt, Eswatini, Equatorial Guinea, Ghana, Kenya, Madagascar, Malawi, Morocco, Sierra Leone, and Togo.

The meeting noted that thirteen Designated Operators had been certified to comply with UPU security standards. The PSAG 's goal was to certify all PAPU Member States.

Ghana requested that the PSAG address the security concern of mail violations in transit Offices of Exchange or airports. The Secretary General proposed that the PSAG tackle this matter in collaboration with the PAPU-AFRAA Task Force, which deals with international mail transportation. Joint meetings of the two groups may be organized to address such matters of common interest.

It was recommended that the DOs utilize the Quality of Service Fund (QSF) resources to implement security projects to ensure compliance with the S58 and S59 standards and thereafter attain certification. The Secretary General pointed out some countries whose QSF resources may be forfeited to the Common Fund if not utilized by the end of 2025. These countries should be encouraged to utilize these funds for the implementation of security projects. The PSAG was implored to assist in developing QSF project proposals that members may benchmark on to facilitate the implementation of the projects.

After the discussions, the meeting noted the security activities undertaken and adopted the report.

7.0.   PROPOSED STRATEGIES ON IMPLEMENTATION OF SECURITY STANDARDS BY DOs

The PSAG Vice Chairman, Benin, presented the proposed strategies for implementing security standards by Designated Operators through the PAPU Security Action Group. The document is attached herewith as **Annex 1**.

The presentation covered the following main areas:

7.1.   Strategy Objectives - The primary objective of this strategy is to assist DOs in complying with S58 and S59 standards to achieve postal security certification.

7.2.   Methodological Approach - included the following:

a) **Initial Diagnosis -** a diagnostic desk assessment conducted with DOs to evaluate compliance with S58 and S59 standards;

b) **Organization of Support Missions** - Two-day field missions to assess DO preparedness and provide necessary assistance and support;

c) **Development and Validation of Action Plans** - activities to be implemented to ensure compliance with standards before applying for certification;

d) **Funding Arrangements** - sources for funding for the on-site missions and implementation of the Action Plan, including core sponsoring by PAPU and concerned DO;

e) **Monitoring and Support Until Certification** - Monitoring and supervision by the PSAG until certification.

The meeting noted the contents of the document and called for the enhancement of the draft security strategy. Members proposed the approval of the Strategy with the following additional points to be incorporated into it:

i.   Training of Postal Security Focal Points;

ii.   Consideration of various sources of funding to implement the strategy;

iii.   Identification of security experts in all African sub-regions to assist with on-site evaluation missions;

iv.   Foster capacity building of security staff through Trainpost training modules which are available and accessible to all Member States. The PSAG training sessions will augment and operationalize the Trainpost training.

The Secretary General informed the meeting that the PSAG Strategy would be incorporated into the PAPU Strategy to ensure a multi-faceted approach whereby everyone would appreciate the importance of postal security resulting in resources being allocated towards compliance with security standards.

8.0.   PAPU SECURITY ACTION GROUP (PASG) ACTION PLAN

The Chairman presented the proposed PAPU Security Action Group Action Plan for the year 2025, which the meeting adopted with no comments. It was indicated that comments and additions from the members were welcome before the Action Plan could be submitted to the Supply Chain Working Group for adoption.

The draft PSAG Action Plan is attached as **Annex 2** for approval by the Supply Chain Working Group.

9.0.   28th UPU CONGRESS PROPOSALS

The Secretary General informed the meeting that Agenda Item on the 28th UPU Congress Proposals was motivated by the quest for the General Secretariat to mobilize views on the different proposals to be submitted to the Dubai Congress. In this regard, the PSAG will assist in addressing any proposals relating to postal security submitted by the UPU POC or any Member State. The PSAG may also develop or coordinate postal security related proposals submitted by African Member States within the prescribed timeframes if they identify gaps in the UPU Security Strategy.

Towards the UPU Congress, the PAPU General Secretariat will prepare a consolidated African Position Paper on all congress proposals to guide African decision-makers during the Congress.

The meeting noted that currently, neither the UPU Postal Operations Council (POC) nor any UPU Member State has developed a Congress proposal on security matters. The PSAG should, therefore, follow up on any proposals that may be submitted ahead of the Congress.

10.0.   RECOMMENDATIONS

The meeting made the following recommendations:

a) Take note of the PAPU Security activities 2024/2025;
b) Note the Draft PSAG Strategy;
c) Approve the PSAG Action Plan for the year 2025;

d) To boost the number of PAPU Member States attaining Security Certification in compliance with UPU S58 and S59 standards, Designated Operators are encouraged to utilize Quality of Service Fund Resources for Security Projects.

11.0. DATE AND VENUE OF NEXT MEETING

The meeting was informed that the General Secretariat will communicate the date and venue of the PSAG's next meeting in consultation with the Chairman. Meanwhile, the PSAG Chairperson will table the report of this meeting to the Supply Chain Working Group, which will meet virtually on 28th March 2025.

12.0. ANY OTHER BUSINESS (AOB)

The Chairman informed the meeting of a virtual training session to be organized by the UPU Security Group in collaboration with INTERPOL and IGMET. The training will engage DOs in supporting efforts to combat the movement of illicit pharmaceuticals through the post.

The UPU International Bureau will coordinate with the PSAG Chairman to ensure scheduling and outreach and that the right target group is reached.

13.0. CLOSING

13.1. Secretary General's Remarks

The Secretary General thanked the Chairman and Vice Chairman for expertly steering the meeting. He also expressed gratitude to all participants for attending the meeting and effectively contributing to the discussions. Lastly, he thanked the Assistant Secretary General and General Secretariat Team for making the meeting a success.

13.2. Chairman's Remarks

The Chairperson thanked all members for their active participation and insightful contributions. He reiterated that security makes sense if all stakeholders work together. He implored the PSAG members to implement the strategies and ensure a safe future for the postal sector in Africa.

The Chairman declared the meeting closed at 11:34 hours GMT.

DRAFT STRATEGY ON THE IMPLEMENTATION OF UPU SECURITY STANDARDS S58 AND S59 IN AFRICA TO INCREASE CERTIFICATION OF DESIGNATED OPERATORS

PAPU - SAG

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1. Introduction

Implementing UPU postal security standards S58 and S59 is essential in ensuring the safety of African postal infrastructure. However, several Designated Operators (DOs) face challenges in applying these requirements, particularly due to a lack of technical and financial resources. A structured and progressive strategy will be implemented to effectively support them in this process and ensure a harmonized adoption of security standards. This approach is of paramount importance for the PAPU Security Action Group (PSAG), as it implements the first point in its terms of reference. It will also ensure the certification of at least two (2) DOs per sub-region per year, thus significantly strengthening postal security in Africa.

2. Strategy Objectives

The primary objective of this strategy is to assist DOs in complying with S58 and S59 standards to achieve postal security certification. To achieve this, it is essential to:

- Raise awareness among DO decision-makers about the importance of certification.
- Assess the level of DO preparedness to propose targeted actions.
- Deploy support and monitoring missions.
- Ensure the validation of action plans by DO general management.
- Set clear deadlines and objectives for each stage of the process.
- Guarantee the certification of at least two (2) DOs per sub-region of Africa per year.

3. Methodological Approach

3.1 Initial Diagnosis

Before any intervention, a diagnostic assessment will be conducted with DOs to evaluate their compliance with S58 and S59 standards. This assessment will include:

- A documentary analysis of existing security policies and procedures.
- On-site visits to identify security gaps.
- Interviews with security officers to assess their level of awareness and training.
- Guidance on developing documentation, with the provision of pre-approved documents as models if needed.

A diagnostic report will then be prepared, highlighting compliance points and gaps to be addressed.

3.2 Organization of Support Missions

Two-day field missions will be organized for DOs with partial implementation of the requirements. These missions will aim to:

- Provide detailed explanations of S58 and S59 requirements and their operational impact.
- Review existing security measures with DOs and propose suitable improvements.
- Assist in formalizing security procedures and plans.
- Identify training and security equipment needs.

Regional postal security experts will conduct these missions co-opted within the PSAG or focal security points of DOs with an advanced level of preparation. They will be adapted to each DO's specificities.

Support for documentation development will be prioritized, as proper documentation ensures the initial entry-level certification for S58 & S59 compliance.

3.3 Development and Validation of Action Plans

At the end of each mission, a detailed report will be submitted to the general management of the concerned DO. This report, as much as possible, will consider the budgetary constraints of the DO and will include:

- An assessment of the current situation.
- Recommendations to achieve compliance.
- A detailed action plan with precise deadlines and monitoring indicators.

The DO's general management's validation of the action plan will be crucial in ensuring its commitment to the certification process.

To this end, PAPU will strongly sensitize DO Postmasters General during Administrative Council meetings and other statutory gatherings.

3.4 Funding Arrangements

The cost of support missions will be shared between DOs and PAPU. Each DO will cover part of the expenses, including full board accommodation for experts, while PAPU will finance the remaining costs related to travel and expert fees (fixed rate).

Another approach could be inspired by the peer evaluation model, as proposed by the UPU, where DOs with advanced compliance levels could support other DOs by sharing best practices on-site and providing technical expertise.

3.5 Monitoring and Support Until Certification

Once the action plan is validated, experts will ensure rigorous monitoring under the supervision of the PSAG until the final preparation phase for the certification review. This monitoring will include:

- Periodic meetings to evaluate progress.
- Technical support for implementing corrective measures.
- Assistance in preparing for the certification exam.

This process will conclude with a remote final self-assessment to measure compliance levels before submission to the UPU for the certification audit.

4. Conclusion

This strategy aims to ensure a progressive skills enhancement for DOs and facilitate their certification to S58 and S59 standards. The involvement of DO management, PAPU's financial support, and expert technical assistance form the pillars of this initiative. Through this structured approach, DOs will strengthen the security of their facilities and provide a secure framework for postal exchanges in Africa. By guaranteeing the certification of a significant number of DOs across the five (5) sub-regions, this initiative will substantially contribute to improving postal security across the continent.

PSAG ACTION PLAN 2025

S/N	Objective	Activities	KPI/ Measure	Target	Frequency
1.	Coordination of PAPU Supply Chain Working Group activities	Assist in facilitating responsiveness of DOs in addressing security matters brought up by the Supply Chain Working Group	Level of responsiveness to SCG	100%	Quarterly
2.	Cooperation and collaboration with African DOs	Reconcile postal security units' focal points within the sub-region	Number of DOs focal points	100%	Bi-annual
3.	Establishment of sub-regional Security Teams	Establish a security Team made up of focal points within the sub-regions to tackle postal supply chain security concerns	Number of security concerns identified and resolved	5	Quarterly
4.	Build a continuous peer engagement platform	Initiate a continuous engagement with sub-regional postal security focal points in information sharing and best practices	Number of meetings held	2	Bi-annual
5.	Postal security standards awareness campaign	Develop an awareness programme on postal security standards S58 and S59 for the sub-regional security focal points	% awareness roll-out	100%	Bi-annual
6.	Compliance with UPU postal security standards S58 & S59	Coordinate and facilitate implementation of and continuous monitoring of adherence to security standards,	Number of DOs assisted	2	Bi-annual
7.		Assist the UPU Postal Security Group (PSG) in conducting security process reviews in the sub-regional DOs towards achieving certification	Number of DOs committing to get certified	2	Bi-annual
8.	Risk assessment technical or expertise assistance	Assist DOs with expertise to conduct risk assessments of their facilities	Number of DOs assisted	3	Annual

9.	Enhance postal supply chain resilience	Coordinate training on Dangerous Goods, Cyber-security threats, Postal Transport, and Fraud prevention in line with the UPU Trainpost	Number of trained personnel per DO	20	Quarterly
10.	Stakeholder Engagement	Establish collaborative platforms with regional bodies, including customs, civil aviation, law enforcement, etc.	Number of meetings held	2	Bi-annual
11.	Progress Reports	Initiate and ensure continuous reporting of DOs on matters concerning the security of the postal supply chain,	Number of reports per DO	1	Quarterly
12.		Evaluate and report progress made on the implementation of the PSAG Action Plan.	Number of reports by PSAG	1	Quarterly

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