



Original: French

## OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIWG/02/2025 - Doc No. 4

### DIGITALIZATION AND INNOVATION WORKING GROUP (DIGWG)

22<sup>ND</sup> JANUARY 2025 (ONLINE)

09:00 GMT

### DIGITALIZATION AND INNOVATION STRATEGIC ISSUES FOR CYCLE 2026/2027 – 2029/2030

<b>1. Subject:</b> Digitalization and Innovation Strategic Issues for Cycle 2026/2027 - 2029/2030	<b>References/paragraphs</b>  PAPU Strategy 2026-2030
<b>2. Decision expected</b> <ul style="list-style-type: none"><li>• Take note of the strategic issues and provide the necessary guidance to Member States.</li><li>• Adopt the Report</li></ul>	

## 1. INTRODUCTION

The Africa Postal Strategy 2026–2030 charts a renewed and unified vision for Africa’s postal transformation, aligned with the Universal Postal Union (UPU) Dubai Strategy 2026–2029, the African Union’s Agenda 2063, and the Digital Transformation Strategy for Africa (2020–2030). It represents a collective commitment by African Member States to reposition the postal sector as a critical enabler of digital connectivity, trade facilitation, and social inclusion across the continent.

The Africa Postal Strategy pursues an integrated approach to transformation. It aligns Africa’s regional priorities with the three global goals adopted by the UPU, while maintaining the five distinctive pillars that define PAPU’s operational identity and respond to Africa’s contextual realities.

## 2. STRATEGIC FRAMEWORK

The Africa Postal Strategy 2026–2030 is organized around five strategic pillars, each designed to advance the UPU’s global goals and Africa’s development aspirations. The strategy is based on the following five (5) pillars:

- ***Pillar 1: Policy, Regulation and Governance;***
- ***Pillar 2: Innovation, Digital Transformation, and E-commerce;***
- ***Pillar 3: Operations, Quality of Service and Infrastructure Development;***
- ***Pillar 4: Financial and Social Inclusion;***
- ***Pillar 5: Institutional Capacity, Partnerships and Resource Mobilization.***

### 3. DIGITALIZATION AND INNOVATION STRATEGIC ISSUES FOR THE CYCLE

Of the five pillars above, the primary focus of the Digitalization and Innovation Working Group should be on pillars 2, 4, and 5 as illustrated in the matrix below.

#### 3.1 Pillar 2: Innovation, Digital Transformation, and E-commerce

S/N	Strategic Issue	Objective	Activities
1.	Make Digitalization the cornerstone of Africa's postal future	i) DOs should develop their technology, Infrastructure, and mobile applications to provide services on digital platforms for African citizens.	i) Drive the integration of digital solutions across the postal value chain <ul style="list-style-type: none"><li>• Digital and e-stamps,</li><li>• Digital addresses</li><li>• Parcel tracking systems</li><li>• Interoperable e-commerce platforms</li><li>• Secure payment gateways</li></ul>
2.	Position the African Post as a key enabler of the Digital Economy.	i) Foster innovation and technology uptake in the postal	i. Develop partnerships with technology firms, FinTechs, and academia ii. Coordinate development of interoperable and secure digital ID systems anchored by continental trust and data protection framework iii. Encourage DOs to develop and use digital and e-services to promote entrepreneurship and community-level economic resilience

### 3.2 Pillar 4: Financial and Social Inclusion

S/N	Strategic Issue	Objective	Activities
1.	Achieve digital financial inclusion to reach unbanked populations	i) Integration of Postal financial inclusion through artificial intelligence, ensuring that the benefits of the digital economy reach every citizen	i) Promote partnerships between Posts FinTechs and microfinance institutions and ii) Deploy interoperable postal financial services, leveraging mobile and digital platforms,
2.	Transform post offices into inclusive access points for financial services.	i) Provide social protection payments and e-government services, ii) Maintain the extensive postal network footprint across urban and rural areas as uniquely positioned institutions to advance financial inclusion	i) DOs should participate in Postal financial inclusion scalability models for rural and remote last-mile delivery of Digital Financial Services (DFS) and in national financial literacy and educational social plans ii) Member States should reinforce financial inclusion through Postal financial and payment services/ remittances to cater to the diaspora community

### 3.3 Pillar 5: Institutional Capacity, Partnerships, and Resource Mobilization

S/N	Strategic Issue	Objective	Activities
3.	Improve human resource digital competencies	i) Equip postal employees with digital skills	i) Provide training and capacity development for competencies in automation, digital operations, and financial services.
4.	Integration and harmonization of the Post's digital transformation.	i) Strengthening partnerships and collaboration with solution providers	i) Establish collaborations and deepen partnerships at continental and national levels with institutions like the African Union Commission, AfDB, UNECA, Smart Africa, UPU, and private-sector players.

5.	Enhancement of the postal sector project implementation	i) Securing investment financing for projects, infrastructure, and IT solutions	i) Explore innovative resource mobilization models - <ul style="list-style-type: none"> <li>• joint projects with development partners</li> </ul>
----	---------------------------------------------------------	---------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------

#### 4. RECOMMENDATIONS

Member States are encouraged to align their national postal development plans with the Africa Postal Strategy while addressing the strategic issues of Digitalization and Innovation.

#### 5. DECISION

The Working Group is hereby requested to:

- Take note of the strategic issues and provide necessary guidance to Member States.
- Adopt the Report.