



UPU

UNIVERSAL  
POSTAL  
UNION

Regional Strategy  
Forum for  
the Americas  
2019

**PROGRAMME**

Perspectives on  
Postal Vision 2030

12-13 August 2019  
San José, Costa Rica

# Day 1

8:30–9:00

## Arrival and registration

9:00–9:30

## Opening remarks

9:30–12:00

## Introductory session

With over 668,445 post offices, 5.3 million staff and physical infrastructure covering 192 countries, the postal sector represents one of the largest physical networks in the world. As a specialized agency of the United Nations System, the UPU has a unique role to play in supporting the socio-economic benefits of the postal sector. Through the Istanbul World Postal Strategy, its roadmap for the 2017-2020 period, it has already achieved far-reaching impact in all regions.

But as the next four-year strategic cycle approaches, it is time for the UPU to develop the future Abidjan Postal Strategy for 2021-2024, with the ultimate aim of enabling the growth of the UPU, and thus, of the postal sector. Underpinning this new strategy, Postal Vision 2030 will be the UPU's advocacy message for the sector. It should inspire all stakeholders to take action in their respective fields of competence and it should be supported by the strategic pillars that will compose the Abidjan Postal Strategy.

This introductory section will provide an update on the global and regional trends affecting the sector, the implementation of the Istanbul World Postal Strategy, and the development of the UPU's future strategy.

The Chairs of Committee 3 (Strategy and Postal Economics) of the UPU's Council of Administration (CA) and representatives of the International Bureau will make presentations on this topic.

12:00–14:00

## Lunch break

14:00–15:30

## Regional perspectives: Governments

Governments are one of the key architects of socio-economic development for their countries and citizens. In the postal sector, they designate operators to provide universal postal services to all segments of the population. This enables the network to serve as a platform for the distribution of public services and citizen outreach.

In the first of three sections on regional perspectives, representatives of governments will share their experiences in boosting postal infrastructure to serve citizens. They will also examine key partnerships, new initiatives in the region, as well as further opportunities for collaboration with the UPU.

Panellists will consist of high-level representatives of governmental authorities from the region.

15:30–16:00

## Networking break

16:00–17:30

## Regional perspectives: Postal operators

Through five official regions covering all parts of the world, the UPU works closely with a wide range of stakeholders. The development process of its future strategy is therefore as inclusive as possible, with varied views taken into account.

In the second of three sections on regional perspectives, postal operators will be invited to showcase their success stories, examine the impact of the UPU on their operations, and discuss how they have improved performance in recent years. This section will serve as a benchmarking and knowledge-sharing platform for all operators.

Panellists will consist of high-level representatives of postal operators from the region.

## Day 2

10:00–10:30

## Takeaways from Day 1

10:30–12:00

## Regional perspectives: Regulators

Technological change, digitalization and big data have transformed customer needs, thus leading to the creation of new products and services. The boundaries of many industries have therefore become even more blurred, triggering the need to rethink regulation and governance for this digital age. The postal sector is no exception in this regard.

The final section on regional perspectives invites regulators to share experiences on how they have reshaped regulation for both innovation and stability in their constituencies. In addition, they will discuss regional trends in regulation, the role of the UPU, and best practices that could be adopted by regulators worldwide, while taking into account the vision from governments and inputs from market participants.

Panellists will consist of high-level representatives of regulatory authorities from the region.

12:00–14:30

## Lunch break

14:30–15:30

## Conclusions

In this concluding section, participants will discuss the key takeaways from the region's governments, regulators and operators. In addition, participants will examine the way forward for the development of UPU's future strategy.

The Chairs of Committee 3 (Strategy and Postal Economics) of the UPU's Council of Administration (CA) and representatives of the International Bureau will make presentations on this topic.

15:30–16:00

## Closing remarks

**UNIVERSAL POSTAL UNION**

International Bureau  
Weltpoststrasse 4  
P.O. Box 312  
3000 BERNE 15  
SWITZERLAND

Tel: +41 31 350 32 98  
E-mail: [strategy@upu.int](mailto:strategy@upu.int)



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