



# UPU REGIONAL STRATEGY FORUM FOR THE CARIBBEAN 2024

**3 and 4 June 2024**  
Grand Cayman, Cayman Islands

# PROGRAMME



**DAY 1**

3 June 2024

9.00-9.30

## OPENING CEREMONY

*Formal opening by the host country*

*Welcome addresses by* **Ms Sheena Glasgow**, PMG, Cayman Islands Postal Service  
**Ms Clare Seraphin-Wallace**, Secretary General, Caribbean Postal Union  
**Mr Dwayne Seymour**, Minister for Border Control, Labour & Culture, Cayman Islands  
**Ms Jane Owen**, Governor of the Cayman Islands  
**Ms Juliana O'Connor-Connolly**, Premier of the Cayman Islands  
**Mr Franz Manderson**, Deputy Governor (Head of the Civil Service), Cayman Islands  
**Mr Masahiko Metoki**, UPU Director General

9.30-9.40 **GROUP PHOTOGRAPH**

9.40-9.50 **COFFEE BREAK**

9.50-10.30

## OPENING OF DAY 1

**Introductory remarks** by Mr Luis González (Uruguay), Co-Chair of UPU Council of Administration Committee 3 (Strategy, Postal Economics and Markets)

**Presentation on the first draft of the future strategic framework**, followed by questions and answers to clarify the content.

**Objective-setting** for the entire forum.

10.30-11.45 **PANEL 1**

## **LEVERAGING THE SINGLE POSTAL TERRITORY: ENHANCING GLOBAL CONNECTIVITY AND COOPERATION**

This panel will delve into goal 1 of the UPU's proposed strategic framework for 2026–2029, which focuses on leveraging the single postal territory through an effective rule-based system. Discussions will centre around the normative role of the UPU in creating and fostering the global rule-based system and underlying standards that lead to an interconnected global postal network.

Panellists will explore how the UPU's initiatives safeguard the single postal territory and ensure equitable access for citizens, customers and businesses worldwide.

Key questions and areas of discussion include:

What key policy and regulatory challenges will member countries have to address in the Dubai cycle and beyond?

How can improved multilateral rule-based systems enhance accessibility and efficiency in the global postal market?

How can standards and frameworks be further strengthened to result in better optimized cross-border postal supply chains?

How can enhanced platforms for dialogue and knowledge sharing foster collaboration and innovation within the postal community?

*Panellists* **Dr Natalio D. Wheatley**, Premier, British Virgin Islands

**Dr Ellis L. Webster**, Premier Minister, Anguilla

**Mr Dwayne Seymour**, Minister for Border Control, Labour & Culture, Cayman Islands

11.45–13.00 **PANEL 2**

## **INNOVATIONS IN THE GLOBAL POSTAL ECOSYSTEM: DRIVING TRANSFORMATION AND GROWTH**

This panel will address goal 2 of the UPU's proposed strategic framework for 2026–2029, focusing on strengthening the global postal ecosystem through innovations. Deliberations will highlight the UPU's dedication to enhancing the entire postal ecosystem by fostering innovation, embracing technological advancements and promoting service diversification.

Panellists will explore how the postal sector can adapt to changing market demands, capitalize on digital infrastructure, and contribute to national, regional and global development goals.

Key questions and areas of discussion include:

What do postal operators need to do further to get their fundamentals right?

How can postal operators leverage technological advancements and customer-centric approaches to drive innovation and enhance service offerings?

What strategies are effective in diversifying postal services to meet evolving market demands and emerging opportunities?

How can collaboration and engagement with diverse stakeholders foster ecosystemic growth and innovation within the postal sector?

*Panellists* **Ms Dana Morris Dixon**, Minister-in-charge of Skills and Digital Transformation in the Office of the Prime Minister, Jamaica  
**Mr Vance Campbell**, Minister of Tourism and Cabinet, Bermuda  
**Ms Karen Brown**, Postmaster General, Guyana Post Office Corporation

13.00–14.30 **LUNCH**

14.30–15.45 **PANEL 3**

## **FACILITATING POSTAL DEVELOPMENT THROUGH ENHANCED COOPERATION: BUILDING RESILIENCE AND INCLUSIVITY**

This panel will focus on goal 3 of the UPU's proposed strategic framework for 2026–2029, emphasizing the facilitation of postal development through enhanced cooperation. Discussion will focus on promoting collaboration, partnership building and knowledge sharing among member countries and stakeholders to address common challenges and realize mutual benefits.

Panellists will explore the importance of strengthening digital postal infrastructure, enhancing postal capacity and promoting inclusivity within the global postal network.

Key questions and areas of discussion include:

How can enhanced digital postal infrastructure contribute to the resilience and adaptability of postal services in the digital era?

What initiatives are effective in strengthening postal capacity and fostering socio-economic development within member countries?

How can the UPU promote inclusivity and diversity within the postal sector to ensure equal opportunities and representation for all stakeholders?

*Panellists* **Ms Gretta Roberts**, Minister of Culture, Youth, Sport and Community Development, Dominica

**Mr Marvin Gonzales**, Minister of Public Utilities, Trinidad & Tobago

**Mr Kyle Knowles**, Minister of Public Safety & Utilities, Turks and Caicos

**Mr Charles Cooper**, Minister of Traffic, Transportation and Urban Planning, Curaçao

15.45-16.00 **COFFEE BREAK**

16.00-17.00 **FOCUSED SESSION**

## UPU TECHNOLOGY

Through an interactive session, participants will discuss key UPU technology governance models and support for postal supply chain actors and the integration of wider postal sector players. The expected outcome of the discussion will be:

- | What are the expectations on the governance of UPU technology?
- | What role should UPU technology play in the emerging opportunities?

## MODERATORS

**Ms Melissa Martinez-Ebanks**, Deputy Postmaster General, Operations and Human Resources, Cayman Islands Postal Service

**Mr Samuel M. Brangman Jr.**, Postmaster General, Bermuda Post Office

17.00 **END OF DAY 1**

17:15 **RECEPTION**

Hosted by **HE Ms Jane Owen**, Governor of the Cayman Islands



**DAY 2**

4 June 2024



9.00-9.30

## OPENING OF DAY 2

**Introduction** by Mr Luis González (Uruguay), Co-Chair of UPU Council of Administration Committee 3 (Strategy, Postal Economics and Markets)

**Setting the scene** for consultation with senior officials

9.30-11.00

## CONSULTATION WITH SENIOR OFFICIALS (PART 1)

Participants will be organized into three groups, aligned with each of the goals of the Strategic Framework. These groups will deep dive into interactive, inclusive discussions on the strategic framework and what it means for their respective regions and organizations.

Each group will have a rapporteur to facilitate discussions and present conclusions to the plenary.

Each consultation session, focused on a specific goal, will be conducted in two distinct segments:

**Segment 1:** Participants will discuss their views on the draft of the global UPU strategic framework, with a focus on any areas that might require further clarification or nuancing (keeping in mind the need to maintain a broad, global framework that meets the needs of all stakeholders).

**Segment 2:** Participants will identify three focus areas for 2026 – 2029 and corresponding UPU solutions / support that should be addressed in the Business Plan.

Representatives of the UPU International Bureau will assist each group with the context and content of the strategic framework as well as answer questions.

11.00-11.15

**COFFEE BREAK**

11.15–12.15

## CONSULTATION WITH SENIOR OFFICIALS (PART 2)

Participants will return to the Plenary and discuss the top three focus areas by Goal (nine in total) arising from the group discussions.

The plenary is then expected, as a collective group, to identify the top three focus areas for the region, across all the goals, and validate the UPU solutions / support needed to address these in the Business Plan.

12.15–13.15

## OUTCOMES AND WAY FORWARD

The final session, related to future strategy, will examine the key outcomes of the Regional Strategy Forum and further explain how inputs will be integrated therein.

| Presentation on key inputs from the region |

| How will inputs be integrated into future strategy development? |

13.15–13.30

## CLOSING CEREMONY

*Closing remarks by* **Mr Masahiko Metoki**, UPU Director General

13.30

## END OF REGIONAL STRATEGY FORUM

16.30

## CULTURAL EVENING

*Hosted by* **Hon Mr Dwayne Seymour**, Minister for Border Control, Labour & Culture, Cayman Islands



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