



OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIG/01/2022 - Doc No.02

DIGITALIZATION AND INNOVATION WORKING GROUP

6th JUNE 2022 (VIRTUAL)

TERMS OF REFERENCE (ToRs)

Subject Terms of Reference for the Digitalization and Innovation Working Group 2022-2025	References/Paragraphs Operations and Technology Committee (OTC) Report, February 2022
Decision expected Note the ToRs of the Working Group	

1.0 INTRODUCTION

The working group on Digitization and Innovation was created in order to track developments and trends in the global postal sector. The COVID-19 pandemic has made it necessary for Posts to speedily digitize their operations, and re-think their services and find new ways to do business in order to be resilient and relevant.

At its inaugural meeting held from 15th to 17th February 2022, the Operations and Technology Committee (OTC) adopted the terms of reference for the Digitalization and Innovation Working Group (DIG).

2.0 TERMS OF REFERENCE (ToRS)

The terms of reference for the working group are as below:

- i. Explore ways to harness digital technologies and innovation in the postal sector to transform African societies and economies;
- ii. Lead the process of identifying tools for digital management in the postal supply chain to ensure efficiency and visibility ;

- iii. Share knowledge and experience in digital transformation, especially on COVID-19 pandemic and other crises;
- iv. Spearhead discussions and development of e-services diversification frameworks for regional deployment like the following;
 - a. E-commerce online sales of traditional postal products and services;
 - b. E-shopping portals;
 - c. Hybrid mail;
 - d. Postal registered e-mail;
 - e. Electronic postal certification marks;
 - f. E-identity;
 - g. E-government, etc.
- v. Embrace cyber security in digitization initiatives by using the .Post domain;
- vi. Encourage participation in projects aimed at the improvement of digitization of postal services in Africa;
- vii. Encourage Member States to adopt UPU digital tools to ensure access to efficient, reliable, secure and affordable services to include but not limited to electronic payment services;
- viii. Encourage compliance with UPU standards e.g., within the framework of the Integrated Product Plan (IPP) to promote e-commerce;
- ix. Sensitize and encourage Member States to implement UPU Congress outcomes on digital transformation and innovation during the Abidjan cycle;
- x. Undertake and strengthen digital postal policy reforms that recognize the postal sector as a key component of the digital ecosystem.

3.0 DECISION

The Working Group is called upon to take note and familiarize with the terms of reference to guide its work.