

**26th CONGRESS****List of decisions other than those amending the Acts****Part I – Numerical list of decisions**

<i>Number</i>	<i>Type</i>	<i>Title and references</i>
C 1	Decision	Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees
C 2	Decision	Designation of member countries prepared to sit on the restricted committees
C 3	Decision	General revision of the Universal Postal Convention
C 4	Resolution	EMS Cooperative
C 5	Resolution	Future strategy of the Telematics Cooperative and financing of its activities
C 6	Resolution	E-commerce services as key to a vibrant and effective postal service
C 7	Resolution	Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes for the 2018–2021 period
C 8	Resolution	Development of postal payment services (and possibly other postal financial services), and financial inclusion
C 9	Resolution	Quality of Service Fund
C 10	Resolution	Policy on the access of wider postal sector players to UPU products and services
C 11	Resolution	Inclusion of postal trends and developments in the UPU postal statistics
C 12	Resolution	Integration of the Postal Carbon Fund® within the Universal Postal Union's structure
C 13	Recommendation	Philatelic Code of Ethics for the use of UPU member countries
C 14	Recommendation	Promotion of disaster risk management measures in the field of development cooperation
C 15	Resolution	Integrated Product Plan implementation
C 16	Resolution	Application of geographic information systems to postal address development
C 17	Resolution	Strengthening information technology security
C 18	Resolution	Broadcasting of sessions of the Council of Administration and the Postal Operations Council through the Universal Postal Union website, for full access by registered users
C 19	Resolution	Report on the consolidated accounts of the Universal Postal Union for the 2012–2015 period
C 20	Resolution	Aid provided by the Government of the Swiss Confederation in the field of the Union's finances

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<i>Number</i>	<i>Type</i>	<i>Title and references</i>
C 21	Resolution	Further strengthening the activities of the Union in the area of postal regulation
C 22	Resolution	Incorporation of designated operators into the account settlement system administered by the International Bureau
C 23	Resolution	Istanbul World Postal Strategy
C 24	Resolution	Draft Istanbul Business Plan
C 25	Resolution	Results of the study on the definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators
C 26	Resolution	Period covered by the financial decisions taken by the 26th Congress
C 27	Resolution	Management of the work of the Union – Reform of the UPU
C 28	Resolution	Organization of an Extraordinary Congress in 2018
C 29	Resolution	Reform of the system applied to contributions by Union member countries
C 30	Decision	Venue of the 27th Universal Postal Congress
C 31	Resolution	Future sustainability of the Union's Provident Scheme

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## Part II – Texts of decisions

### Decision C 1/2016

#### Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees

Congress,

*Decides*

to approve the following list of member countries, designated by the Council of Administration, which are prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees:

*a Vice-chairmanships of Congress*

- Cuba (1)
- Belarus (2)
- China (People's Rep.) (4)
- Kenya (5)

*b' Chairmanships and vice-chairmanships of Congress committees*

	<i>Chair</i>	<i>Vice-Chairs</i>
C 1 (Credentials) <sup>2</sup>	United States of America (1)	India (4)
C 2 (Finance)	Japan (4)	Costa Rica (1)
C 3 (General and Policy Matters)	South Africa (5)	Belgium (3)
C 4 (Convention)	Australia (4)	Congo (Rep.) (5)
C 5 (Postal Financial Services)	Russian Federation (2)	Spain (3)
C 6 (Cooperation and Development)	France (3)	Saudi Arabia (4)
C 7 (Drafting) <sup>2</sup>	Morocco (5)	Switzerland (3)

(Proposal 18, 1st plenary meeting)

### Decision C 2/2016

#### Designation of member countries prepared to sit on the restricted committees

Congress,

*Decides*

to approve the following list of member countries which are prepared to sit on the restricted committees:

- a* Committee 1 (Credentials): Azerbaijan, Cameroon, Czech Republic, India (Vice-Chairman), Indonesia, Pakistan, Slovakia, Ukraine, United States of America (Chairman), Viet Nam.

<sup>1</sup> Group 1 = 2 member countries; Group 2 = 1 member country; Group 3 = 4 member countries; Group 4 = 4 member countries; Group 5 = 3 member countries.

<sup>2</sup> Restricted committee.

- b Committee 7 (Drafting): Cameroon, Morocco (Chairman), Poland, Switzerland (Vice-Chairman), United States of America.

(Proposal 19.Rev 1, 1st plenary meeting)

## **Decision C 3/2016**

### **General revision of the Universal Postal Convention**

Congress,

In view of resolution C 24/2012 of the Doha Congress regarding general revision of the Convention and its Regulations,

Having noted with satisfaction the results of the CA study on the general revision of the Convention and the presentation in a single volume of the rules applicable to letter post and parcel post,

Considering that during the consultations arranged by the CA, all Union member countries had the opportunity to comment on the draft revised Convention and its Regulations,

Noting that the new texts take into account the comments from member countries,

#### *Decides*

- to approve the recast Convention, which served as the basis for the preparation of amendment proposals submitted to the Istanbul Congress;
- to approve the recast Regulations to the Convention, presented as a single volume, to serve as the basis of the deliberations by the first session of the POC after Congress.

(Proposal 01.Rev 1, Committee 3, 1st meeting)

## **Resolution C 4/2016**

### **EMS Cooperative**

Congress,

Recognizing

- that EMS is offered, on the basis of article 16 of the Universal Postal Convention, and the EMS Standard Agreement, by the great majority of designated operators of member countries and territories as an integral element of the postal offer, effectively complementing the traditional range of letter-post and parcel-post services;
- that EMS has considerable commercial and strategic importance for postal services and for their customers;
- that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers, as set out in Congress–Doc 10,

*Affirming*

the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

*Acknowledging*

that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities for members and non-members, including all direct staff costs, from its own budget,

*Also acknowledging*

that the EMS Cooperative programmes and activities benefit the UPU by sharing information and experience and by leading new efforts which are emulated by other groups in the areas of quality of service measurement, customer service approaches, and the use of technology and training,

*Decides*

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit as an integral part of the International Bureau. The costs to be supported will include those for the accommodation of the EMS Unit; its office and IT services; logistical support, including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit that are not currently allocated to the EMS chapters of the UPU Programme and Budget. Actual consumed office maintenance costs (building maintenance, electricity, water, telecommunications, printers, computers and publications) shall, however, be charged by the Union to the EMS Cooperative budget,

*Charges*

- the EMS Cooperative, under the POC, with:
  - maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
  - presenting an annual report to the POC and, where appropriate, to the CA;
- the POC with presenting a report to the next Congress on the progress of EMS activities and their financing,

*Instructs*

the International Bureau to:

- continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;
- ensure that designated operators that are not members of the EMS Cooperative continue to benefit from UPU EMS programmes and publications;
- continue to promote EMS activities for those designated operators which are not members of the Cooperative,

*Invites*

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative, in the light of the excellent results achieved.

(Proposal 06, Committee 4, 1st meeting)

## Resolution C 5/2016

### Future strategy of the Telematics Cooperative and financing of its activities

Congress,

Recalling

- resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress, resolution C 66 of the 2004 Bucharest Congress, resolution C 53 of the 24th Congress held in Geneva, and resolution C 59 of the 2012 Doha Congress, concerning Union activities in the field of EDI exchanges from 1995 to 2016;
- the success of telematics activities since 1994, and in particular the large and steadily growing number of designated operators of member countries that have willingly joined the Telematics Cooperative;
- the widespread adoption of UPU software among all member countries, from the least developed countries to the industrialized countries,

Aware

- of the strategic importance of UPU telematics activities for all Union member countries;
- of the fact that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal developments in the information society, for reducing the digital divide between Union member countries and for helping to solve some important problems such as the future of the universal service and the question of remittances for migrant workers, at both a domestic and an international level,

Noting

- the establishment, through the efforts of the Telematics Cooperative, of an interconnected worldwide network linking all players in the logistical chain: designated operators, Customs and airlines, as well as other international organizations;
- that this electronic network infrastructure and the state-of-the-art IT solutions owned by the UPU and made affordable to all Union member countries ensure electronic exchange capability between those countries and the automation of important postal operational processes irrespective of their postal development status, and hence provide the opportunity for further quality and service improvements to postal services that would not otherwise be possible;
- that the Telematics Cooperative carries out significant work to support Union member countries not only in areas closely related to the adoption and deployment of UPU information and communication technology (ICT) solutions, but also in the field of operational consulting and monitoring activities, so as to encourage them to adopt best practices for the improvement of postal operational processes and related electronic infrastructures, particularly in the developing and least developed countries;
- the work done in the area of advanced electronic services, geared towards developing and/or hosting UPU ICT systems in support of secure Internet-based postal services such as postal registered electronic mail, and other systems related to radio frequency identification standards, e-shopping, postal identification, the postal electronic mailbox and the .post platform;
- the support provided by the Telematics Cooperative to other UPU bodies in the strategic area of electronic data interchange standards, and through its active participation in other projects not directly linked to UPU ICT solutions, from which all Union member countries stand to benefit,

Noting also

- the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of UPU ICT solutions from fees received for product maintenance, network services, assistance missions, product development or member contributions;
- that the required funds to enable research, development and commercialization of new high-potential postal products and services may need to come from external resources,

Considering  
the digital divide in terms of operational development and differences in the level of development of member countries,

Recognizing

- the achievements of the Telematics Cooperative to date and its efforts aimed at improving and developing ICT solutions in support of postal services (Congress–Doc 10);
- that the strategy of the Telematics Cooperative (POC 2016.1–Doc 19c.Rev 1) and its activities must not only support the Istanbul World Postal Strategy but also be deemed essential to its implementation;
- the need to continuously improve UPU ICT solutions and meet customers' requirements for both maintenance and support within a reasonable timeframe;
- the considerable added value offered by the Telematics Cooperative in maintaining a universal service at the cutting edge of technology, allowing all designated operators to provide their customers with modern postal services,

Convinced

that the development gap can be reduced by technical cooperation activities aimed at:

- making the same state-of-the-art information and communication technology solutions and infrastructure usable by, and affordable to, all Union member countries;
- providing ongoing support and advice on business and operational matters;
- supporting the provision of a worldwide electronic infrastructure such as .post, in order to give every citizen and small, medium or large business the opportunity to participate in global trade exchanges in a trusted environment verified by Union member countries' designated operators,

Noting with satisfaction

the strategy approved by the Telematics Cooperative and endorsed by the POC for the 2017–2020 period (POC 2016.1–Doc 19c.Rev 1),

*Instructs*

the Council of Administration to:

- continue to cover, through the Union's regular budget, those institutional support costs associated with maintaining the Postal Technology Centre (or an equivalent structure) as a unit of the International Bureau which do not appear in the latter's internal budget covered by the Telematics Cooperative, particularly in order to maintain the affordability of UPU information and communication technology solutions for developing and least developed Union member countries; consumed office maintenance costs (building maintenance, electricity, water, telecommunications, printing machines, publications) shall, however, be charged by the Union to the Telematics Cooperative budget;
- maintain funds from the Union's regular budget to cover recurrent support actions by the Postal Technology Centre within the framework of technical cooperation assistance and/or for supporting other International Bureau directorates and programmes, to the extent that the latter are not closely linked to the development and use of standard UPU information and communication technology solutions and insofar as such actions are formally authorized and consistent with the respective mandates and objectives of the Telematics Cooperative and UPU projects, as defined by the permanent bodies of the Union;
- supervise Telematics Cooperative finances through the examination and approval of the International Bureau's budget and annual accounts (also comprising detailed financial information on revenues and expenses for each UPU ICT solution), and the presentation of a detailed report to the next Congress on the financing of the Telematics Cooperative;
- continue to exercise its competency in all matters of principle and governance concerning the functioning of the Telematics Cooperative, including the supervision of any aspects related to the implementation of the Istanbul World Postal Strategy, insofar as they are specifically linked to Telematics Cooperative activities,

*Also instructs*

the Postal Operations Council to:

- continue to exercise its competency for all strategic matters concerning Telematics Cooperative activities;
- present a report to the next Congress on the progress of telematics activities;
- continue to supervise and approve the Telematics Cooperative's specific operating rules, in order to ensure that they are consistent with the relevant matters of principle and governance adopted by the Council of Administration,

*Further instructs*

the International Bureau to:

- provide for and maintain any internal structures (such as the Postal Technology Centre or an equivalent structure) deemed necessary for the implementation of strategies approved by the Telematics Cooperative, giving due regard, to the extent possible, to the organizational flexibility needs of such a structure in the light of information and communication technology market conditions, without prejudice to the relevant functions of the Council of Administration and Director General of the International Bureau on matters of administration and human resources management;
- continue to promote the activities of the Telematics Cooperative and encourage designated operators of Union member countries to join it and to contribute actively to its activities.

(Proposal 17.Rev 1, Committee 4, 1st meeting)

**Resolution C 6/2016****E-commerce services as key to a vibrant and effective postal service**

Congress,

Taking note

of the activities in recent years aimed at the development of e-commerce in the developing and least developed countries,

Considering

that the current century is the information society era, in which various forms of Internet-based economic activities are developing at unprecedented speed,

Also considering

that the development of e-commerce is changing people's lifestyle,

Recognizing

that e-commerce as a catalyst has created opportunities for businesses to develop their markets,

Aware

that Posts are actively exploring new and innovative e-commerce solutions,

*Decides*

to mark the four-year cycle ending with the 2020 UPU Congress by highlighting the theme "E-commerce services as key to a vibrant and effective postal service",

*Invites member countries:*

- to continue their activities aimed at introducing new and innovative e-services based on customer expectations;
- to foster a culture of making use of e-commerce solutions in all aspects of their postal operations.

(Proposal 23, Committee 4, 1st meeting)

## **Resolution C 7/2016**

### **Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes for the 2018–2021 period**

Congress,

Having adopted  
the provisions of the Union's new terminal dues system,

Considering  
that Congress resolution C 18/2008 approved the methodology for the classification of countries and territories for terminal dues and QSF purposes for the 2010–2013 period,

Considering also  
that the 25th Congress (i) reiterated the position of the previous Congress that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided; (ii) noted that the gross national income per capita reflects the potential to self-finance postal development; and (iii) noted that the average costs per letter reflect the difficulties in serving the postal territory,

Recognizing  
that Congress resolution C 77/2012 approved the update to the aforementioned methodology and its application for the 2014–2017 period,

Bearing in mind  
that Congress resolution C 57/2012 instructed the Council of Administration to continue the process of gradually applying country-specific, cost-based principles for the remuneration of letter-post exchanges at the worldwide level, as well as to propose a timetable or a transition principle for the full application of target system provisions by all countries and territories, taking into account the possible impacts of the transition to the target system,

Noting  
that Congress resolution C 77/2012 allowed the United Arab Emirates to apply the same terminal dues rates as countries in group 3 for the 2014–2017 period, with that country applying the provisions pertaining to countries in group 1.2 for the purposes of the QSF and the quality of service link to terminal dues.

Noting also  
the Council of Administration decisions on requests for temporary downward classification in the 2014–2017 period lodged by the Maldives, Tunisia and Libya, as well as on the request by the Netherlands to separately classify the Caribbean part of the Netherlands,

Taking into account  
that four sets of terminal dues provisions are applicable to the six groups of countries and territories (i.e. group 1, groups 1.2 and 2, group 3, and groups 4 and 5), with the only exception being that the level of QSF contributions paid to countries in group 4 differs from that paid to countries in group 5, recognizing the special needs of least developed countries for preferential treatment,

Bearing in mind also

that the request of a country to apply provisions other than those pertaining to the group in which it is classified falls under the provisions of Annex 1 concerning appeals,

#### *Decides*

- to update the grouping of countries for the 2018–2021 period by reducing the number of groups from six to four, in order to align the number of groups with the respective terminal dues provisions applicable thereto, except as pertains to the level of contributions to the QSF originally paid to countries in groups 4 and 5 in the 2014–2017 period;
- to approve the classification of countries and territories in the groups shown in Annex 2 for terminal dues and QSF purposes in the 2018–2021 period, in accordance with the relevant provisions specified in the Convention;
- to classify the Caribbean part of the Netherlands in the new group II (former groups 1.2 and 2), since it had not been classified by the 25th Congress;
- that least developed countries classified as such by the 25th Congress in the former group 5 (as of the date of adoption of Congress resolution C 77/2012) shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV,

#### *Authorizes*

the Council of Administration to:

- decide on the temporary downward reclassification of countries and territories owing to war or extremely severe economic crisis;
- decide on the classification of other countries and territories not originally classified by Congress;
- hear any appeals and issue decisions, following the process described in Annex 1,

#### *Instructs*

the International Bureau to:

- make technical assessments of appeals for temporary downward reclassification, owing to war or extremely severe economic crisis, or for the classification of countries and territories not classified by Congress, and report to the Council of Administration;
- implement Congress and Council of Administration decisions on issues concerning country classification;
- collect the relevant data from the countries and territories concerned for the technical assessment of their appeals,

#### *Urges*

member countries to:

- abide by the provisions related to their classification groups;
- provide the International Bureau with relevant data to enable the conduct of technical assessments of member country appeals.

(Proposal 21, Committee 4, 2nd meeting)

### Appeals on country classification for the terminal dues system in the 2018–2021 period

#### *a Requests for reclassification owing to war or extremely severe economic conditions*

1 A country in group IV, but not in the ECOSOC list of least developed countries (LDCs) as of the date of adoption of Congress resolution C 77/2012, may request a temporary downward reclassification owing to war or extremely severe economic conditions, in order to benefit from higher QSF contributions applicable to those LDCs. The request shall substantiate the reason given for the reclassification request and be documented with verifiable supporting data and information.

2 Such requests may be received and examined by any CA session and shall be sent to the International Bureau two months before the beginning of the relevant CA session.

3 The International Bureau shall perform technical analyses of requests received and make them available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

4 The temporary downward reclassification decided by the CA shall be valid for a maximum of two years, with a possible extension after that period upon a new decision by the CA, but not beyond the end of the 2018–2021 period.

#### *b Requests for classification*

5 Any country or territory not classified by Congress, and therefore not listed in Annex 2, will have the possibility to request classification at any CA session.

6 Such requests may be received and examined by any CA session. The two-month deadline specified above in § 2 shall equally apply.

7 The International Bureau's technical analysis of requests received shall be made available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

8 The classification decided by the CA shall be valid for the whole period (2018–2021), but not beyond the end of that period.

### Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes

**Group I (formerly group 1.1) – List of countries and territories that were in the target system prior to 2010 and shall apply the target system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention**

<i>Countries and territories</i>	<i>Former group</i>
Australia	1.1
– Norfolk Island	1.1
Austria	1.1
Belgium	1.1
Canada	1.1
Denmark	1.1
– Faroe Islands	1.1
– Greenland	1.1
Finland (including the Åland Islands)	1.1

<i>Countries and territories</i>	<i>Former group</i>
France	1.1
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia (including Clipperton Island)	1.1
– New Caledonia	1.1
– Wallis and Futuna Islands	1.1
Germany	1.1
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	1.1
– Guernsey	1.1
– Isle of Man	1.1
– Jersey	1.1
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	1.1
– Gibraltar	1.1
– Pitcairn, Henderson, Ducie and Oeno Islands	1.1
– Tristan da Cunha	1.1
Greece	1.1
Iceland	1.1
Ireland	1.1
Israel	1.1
Italy	1.1
Japan	1.1
Liechtenstein	1.1
Luxembourg	1.1
Monaco	1.1
Netherlands	1.1
New Zealand (including the Ross Dependency)	1.1
Norway	1.1
Portugal	1.1
San Marino	1.1
Spain	1.1
Sweden	1.1
Switzerland	1.1
United States of America	1.1
Vatican	1.1

**Group II (formerly groups 1.2 and 2) – List of countries and territories that joined the target system in 2010 (formerly group 1.2) and 2012 (formerly group 2) and shall apply the target terminal dues system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention**

<i>Countries and territories</i>	<i>Former group</i>
Aruba, Curaçao and Sint Maarten	1.2 (Aruba), 2 (Curaçao and Sint Maarten), previously part of "Netherlands Antilles and Aruba"
Antigua and Barbuda	2
Bahamas	1.2
Bahrain (Kingdom)	2
Barbados	2
Brunei Darussalam	2
Croatia	2
Cyprus	2
Czech Rep.	2
Dominica	2
Estonia	2
Grenada	2
Hong Kong, China	1.2
Hungary	2
Korea (Rep.)	2
Kuwait	1.2
Latvia <sup>3</sup>	2
Macao, China	2
Malta	2
Territory under Netherlands:	
– Dutch Caribbean (Bonaire, Saba and Sint Eustatius) <sup>4</sup>	1.1
Territory under New Zealand:	
– Cook Islands	2
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	1.2
– Bermuda	1.2
– British Virgin Islands	1.2
– Cayman Islands	1.2
– Montserrat	2
– Turks and Caicos Islands	1.2
Poland	2
Qatar	1.2
Saint Christopher (St. Kitts) and Nevis	2

<sup>3</sup> Initially classified in group 3, Latvia voluntarily moved to group 2 in 2014 (IB circular 105/2013).

<sup>4</sup> Classification recommended by the 2015 CA.

<i>Countries and territories</i>	<i>Former group</i>
Saudi Arabia	2
Singapore	1.2
Slovakia	2
Slovenia	1.2
Trinidad and Tobago	2

**Group III (formerly group 3) – List of countries and territories that joined the target system in 2016 and shall apply the target system during the period from 2018 to 2021, and that contribute to the QSF as provided for in article 28 of the Convention**

<i>Countries and territories</i>	<i>Former group</i>
Argentina	3
Belarus	3
Bosnia and Herzegovina	3
Botswana	3
Brazil	3
Bulgaria (Rep.)	3
Chile	3
China (People's Rep.)	3
Costa Rica	3
Cuba	3
Fiji	3
Gabon	3
Jamaica	3
Kazakhstan	3
Lebanon	3
Lithuania	3
Malaysia	3
Mauritius	3
Mexico	3
Montenegro	3
Nauru	3
Territory under New Zealand:	
– Niue	3
Oman	3
Panama (Rep.)	3
Romania	3
Russian Federation	3
Saint Lucia	3
Saint Vincent and the Grenadines	3
Serbia	3
Seychelles	3
South Africa	3
Suriname	3

<i>Countries and territories</i>	<i>Former group</i>
Thailand	3
the former Yugoslav Republic of Macedonia	3
Turkey	3
Ukraine	3
Uruguay	3
United Arab Emirates (UAE) <sup>5</sup>	1.2
Venezuela (Bolivarian Rep.)	3

**Group IV (formerly groups 4 and 5) – List of countries and territories that apply the transition terminal dues system during the period from 2018 to 2021 and that benefit from the QSF as provided for in article 28 of the Convention**

<i>Countries and territories</i>	<i>Former group</i>
Albania	4
Algeria	4
Afghanistan <sup>6</sup>	5
Angola <sup>6</sup>	5
Armenia	4
Azerbaijan	4
Bangladesh <sup>6</sup>	5
Belize	4
Benin <sup>6</sup>	5
Bhutan <sup>6</sup>	5
Bolivia	4
Burkina Faso <sup>6</sup>	5
Burundi <sup>6</sup>	5
Cambodia <sup>6</sup>	5
Cameroon	4
Cape Verde	4
Central African Rep. <sup>6</sup>	5
Chad	5
Colombia	4
Comoros <sup>6</sup>	5
Congo (Rep.)	4
Côte d'Ivoire (Rep.)	4
Dem People's Rep. of Korea	4
Dem. Rep. of the Congo <sup>6</sup>	5
Djibouti <sup>6</sup>	5
Dominican Republic	4

<sup>5</sup> The Doha Congress classified the United Arab Emirates in group 1.2 for the purposes of the QSF and the terminal dues link to quality of service, but allowed that country to apply the same terminal dues rates as countries classified in group 3 for the 2014–2017 period.

<sup>6</sup> LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

<i>Countries and territories</i>	<i>Former group</i>
Ecuador	4
Egypt	4
El Salvador	4
Equatorial Guinea <sup>7</sup>	5
Eritrea <sup>7</sup>	5
Ethiopia <sup>7</sup>	5
Gambia <sup>7</sup>	5
Georgia	4
Ghana	4
Guatemala	4
Guinea <sup>7</sup>	5
Guinea-Bissau <sup>7</sup>	5
Guyana	4
Haiti <sup>7</sup>	5
Honduras (Rep.)	4
India	4
Indonesia	4
Iran (Islamic Rep.)	4
Iraq	4
Jordan	4
Kenya	4
Kiribati <sup>7</sup>	5
Kyrgyzstan	4
Lao People's Dem. Rep. <sup>7</sup>	5
Lesotho <sup>7</sup>	5
Liberia <sup>7</sup>	5
Libya <sup>8</sup>	3
Madagascar <sup>7</sup>	5
Malawi <sup>7</sup>	5
Maldives <sup>8</sup>	3
Mali <sup>7</sup>	5
Mauritania <sup>7</sup>	5
Moldova	4
Mongolia	4
Morocco	4
Mozambique <sup>7</sup>	5
Myanmar <sup>7</sup>	5
Namibia	4
Nepal <sup>7</sup>	5
Nicaragua	4

<sup>7</sup> LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

<sup>8</sup> These countries appealed against their classification and were reclassified from former group 3 to former group 4 by the CA in 2013 (Tunisia and the Maldives) and in 2015 (Libya) up to 2017.

<i>Countries and territories</i>	<i>Former group</i>
Niger <sup>9</sup>	5
Nigeria	4
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	4
– St Helena	4
Pakistan	4
Palestine <sup>9</sup>	5
Papua New Guinea	4
Paraguay	4
Peru	4
Philippines	4
Rwanda <sup>9</sup>	5
Samoa <sup>9</sup>	5
Sao Tome and Principe <sup>9</sup>	5
Senegal <sup>9</sup>	5
Sierra Leone <sup>9</sup>	5
Solomon Islands <sup>9</sup>	5
Somalia <sup>9</sup>	5
South Sudan <sup>9</sup>	5
Sri Lanka	4
Sudan <sup>9</sup>	5
Swaziland	4
Syrian Arab Rep.	4
Tajikistan	4
Tanzania (United Rep.) <sup>9</sup>	5
Territory under New Zealand:	
– Tokelau	4
Territory under United States of America:	
– Samoa	4
Timor-Leste (Dem. Rep.) <sup>9</sup>	5
Togo <sup>9</sup>	5
Tonga (including Niuafu'ou)	4
Tunisia <sup>10</sup>	3
Turkmenistan	4
Tuvalu <sup>9</sup>	5
Uganda <sup>9</sup>	5
Uzbekistan	4
Vanuatu <sup>9</sup>	5
Viet Nam	4

<sup>9</sup> LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

<sup>10</sup> These countries appealed against their classification and were reclassified from former group 3 to former group 4 by the CA in 2013 (Tunisia and the Maldives) and in 2015 (Libya) up to 2017.

<i>Countries and territories</i>	<i>Former group</i>
Yemen <sup>11</sup>	5
Zambia <sup>11</sup>	5
Zimbabwe	4

## **Resolution C 8/2016**

### **Development of postal payment services (and possibly other postal financial services), and financial inclusion**

Congress,

Considering

resolution C 23/2012 on the development of postal financial services, which sets out the Doha Congress's broad guidelines for the 2013–2016 cycle, which are:

- to encourage member countries and designated operators to develop efficient, reliable, secure and affordable electronic postal payment services;
- to continue developing the multilateral framework for postal payment services;
- to strengthen and promote cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic postal payment network (WEPPN) and promoting its connection to other networks;
- to promote the provision of financial services directly by designated operators or in partnership with banks, microfinance institutions or mobile telephone operators, with a view to promoting the financial inclusion of populations,

Also considering

the proposed changes to postal payment services and the new postal payment services vision aimed at developing the WEPPN in the context of the work carried out by the Council of Administration and Postal Operations Council in response to Doha Congress resolution C 23/2012,

Noting

- that the provision of basic postal payment services (and possibly other postal financial services) through the worldwide post office network can contribute to global economic and social development and play an important role in improving the standard of living and financial inclusion in rural areas;
- that the postal networks, with their worldwide coverage and the combination of electronic, financial and physical dimensions, can facilitate for all people of the world increased access to efficient, reliable, secure and affordable electronic payment services and financial services;
- that the UPU provides a unique regulatory framework for postal payment services as defined in the Postal Payment Services Agreement, and that the development of the WEPPN needs to be continued;
- that the development of electronic postal payment services (and possibly other postal financial services) should take place in a context of cooperation with international organizations and wider postal sector players (WPSPs);
- that postal financial services actively contribute to achieving the United Nations Sustainable Development Goals, notably combating poverty, particularly as a result of their presence in rural areas;
- that a 2005 United Nations General Assembly resolution (A/RES/60/1) reaffirmed "the need to adopt policies and undertake measures to reduce the cost of transferring migrant remittances to developing countries and [welcomed] efforts by Governments and stakeholders in this regard";

<sup>11</sup> LDCs classified in former group 5 as of the date of adoption of Congress resolution C 77/2012 shall continue to benefit from higher QSF contributions than those received by other countries and territories classified in the new group IV.

- that, in a number of countries, governments have already established a legal framework or national service agreement with designated operators in an effort to promote the development of public missions other than postal services owing to the capillarity of the national postal network, including in rural and disadvantaged areas, and that, accordingly, many designated operators have developed a full range of postal financial services, thus contributing to the achievement of the objective of social inclusion;
- that the 2012 high-level segment of the United Nations Economic and Social Council issued a ministerial declaration which stated the following: "We also recognize the need for Member States to continue considering the multidimensional aspects of international migration and development in order to identify appropriate ways and means of maximizing the development benefits and minimizing the negative impacts, including by exploring ways to lower the costs of transferring remittances, garnering the active engagement of expatriates and fostering their involvement in promoting investment in countries of origin and entrepreneurship among non-migrants";
- that the development and implementation of the new postal payment services vision, guided by the UPU, is necessary in order to reach out to WPSPs in an effort to achieve social inclusion, and that, at the same time, the new vision should guarantee the current level of protection of designated operators in terms of the security of the network and contractual relations with other parties,

#### Recognizing

- that the positive impact of postal financial services on the business development of designated operators, particularly in the form of increased revenue, significantly contributes to the viability of the postal network;
- that the UPU needs to continue and reinforce its work on developing postal payment services (and possibly other postal financial services) worldwide;
- that today's world market has undergone rapid and profound changes and that users are demanding speedy, secure and high-quality services,

#### *Instructs*

the Council of Administration:

- to support the development of the WEPPN and promote financial inclusion;
- to strengthen and promote cooperation with WPSPs with a view to developing the WEPPN and promoting its connection to other networks;
- to support the development and implementation of the new postal payment services vision by facilitating the creation of the necessary regulatory framework to open the WEPPN to WPSPs;
- to ensure the availability of sufficient budgetary resources to implement the new postal payment services vision,

#### *Also instructs*

the Postal Operations Council:

- to encourage designated operators to carry out actions to market and promote electronic postal payment services;
- to adapt postal payment services regulations in order to facilitate implementation of the new postal payment services vision;
- to develop and implement the new postal payment services vision in order to open the WEPPN by:
  - selecting potential WPSPs;
  - connecting and opening postal payment services exchanges with WPSPs;
  - extending the WEPPN to WPSPs,

*Further instructs*

the International Bureau:

- to develop the interconnection platform in an effort to ensure interoperability between designated operators and WPSPs in order to facilitate financial inclusion through the postal network and respond appropriately to the emerging needs of clients;
- to develop and implement the new postal payment services vision in order to open the WEPPN to WPSPs,

*Invites*

Union member countries:

- to consider the potential advantages of diversifying operators' activities to include postal payment services;
- to take the necessary action to ensure the efficient operational exchange of the international payments of designated operators with WPSPs through the UPU's interconnection platform.

(Proposal 09, Committee 5, 2nd meeting)

**Resolution C 9/2016**

**Quality of Service Fund**

Congress,

Having examined

the document submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congress–Doc 17.Rev 1),

Noting

that in its 15 years of activity, the QSF has launched more than 800 projects, which have had a substantial impact in terms of improving the quality of the mail service in over 200 beneficiary designated operators,

Observing

that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware

that the Fund's structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the restricted unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned

that, despite the changes in the method of calculating QSF contributions introduced by the 25th Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special situation,

Bearing in mind

the need to rationalize and expedite the use of all the resources available, and the ongoing concern to ensure the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded

that the efforts made by the Board of Trustees and the Postal Operations Council, with the support of the International Bureau, to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Confident

that extending the trust's duration and guaranteeing the funding for its activities for 2018 to 2021 would be fully consistent with Goal 1 of the Istanbul World Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Convinced

that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2014 and 2017 be maintained, as far as possible, from 2018 to 2021,

*Decides*

that the date for dissolving the Trust, currently set at 31 December 2020, will be postponed until 31 December 2028, without prejudice to the relevant decisions concerning the Fund as may be adopted by future Congresses.

(Proposal 32, Committee 6, 2nd meeting)

## **Resolution C 10/2016**

### **Policy on the access of wider postal sector players to UPU products and services**

Congress,

Recognizing

that the access of wider postal sector players to UPU products and services will help to advance the UPU mission, particularly in the areas of cooperation and interaction among stakeholders, and in ensuring the satisfaction of customers' changing needs,

Acknowledging

that wider postal sector players may include customers, postal suppliers, supply chain service providers (e.g. Customs, airlines and other transporters), and non-designated operators that use or may wish to use UPU products, services and networks under predefined conditions,

Aware

that today's postal world, with letter mail volumes in decline and e-commerce packet and parcel volumes rapidly increasing, requires designated operators to cooperate with wider postal sector players in order to meet customer demands,

Recalling

the mandate of Doha Congress resolution C 6/2012 to conduct a study, with the aim of producing a definitive policy on the conditions of access for non-designated operators to international mail processing centre codes, as well as to other UPU products, such as International Postal System applications (IPS and IPS Light) and POST\*Net, in order to manage these access conditions in a properly regulated manner and with due regard to transparency and efficiency,

Also recalling

the mandate of Doha Congress resolution C 7/2012 to conduct a full audit of UPU product and service offerings, to assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector, and to develop the governing rules and principles applicable to each product and service that the UPU wishes to make available to wider postal sector players,

Considering

the results of the October 2014 CA audit of UPU products and services, in which UPU products and services, as well as potential stakeholders, were identified; the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector were assessed; and potential rules and principles applicable to each product and service that the UPU might want to make available to wider postal sector players were developed,

*Decides*

to adopt the general policy on the access of wider postal sector players to UPU products and services attached in Annex 1,

*Instructs*

the Council of Administration to approve and oversee the implementation of the access policy.

(Proposal 20, Committee 3, 2nd meeting)

*Annex 1*

### **Policy on the access of wider postal sector players to UPU products and services**

1 The UPU is the fundamental organization for the Post, intergovernmental in nature, with the concept of wider sector involvement embedded in its mission and strategy. The access of wider postal sector players to UPU products and services will help advance the UPU mission as laid out in the UPU Constitution. In particular, it will help advance the UPU mission in the areas of cooperation and interaction among stakeholders, as well as in ensuring the satisfaction of customers' changing needs. We have to recognize that today's postal world, with letter-mail volumes going down and e-commerce packet and parcel volumes growing fast, is very different from the postal world of five or ten years ago. In order to meet today's and tomorrow's customer demands and remain relevant, designated operators will increasingly have to cooperate with wider postal sector players. Wider postal sector players may include customer organizations, postal suppliers, supply chain service providers (e.g. Customs, transporters and airlines), as well as non-DOs.

#### *a General principles*

2 The access policy should be based on several important principles:

- maintaining the integrity and independence of the UPU;
- no unfair advantage to any group or individual player;
- clear delineation of the responsibilities and roles of all entities involved;
- transparent management, control and integration of the postal supply chain;
- reciprocity of interconnection with other stakeholder networks, as applicable;
- wider postal sector payment for access to UPU products and services;
- demonstrated need for wider postal sector access to specific UPU products and services;
- proper security mechanisms in place to ensure data protection and privacy.

3 The policy targets access to UPU products, services and networks under predefined conditions for wider postal sector players involved or wishing to be involved in the international postal business. Of course, these stakeholders will be restricted in their area of participation.

4 In order to make the UPU's products and services available to wider postal sector players, it is imperative that the Council of Administration oversee the gradual, systematic opening up of access under a policy of fairness and equality consistent with the general principles in paragraph 2. At the same time, the responsibilities and obligations of UPU member countries must be preserved.

#### *b UPU mission and customers*

5 In keeping with the UPU mission, one stakeholder group that the UPU should also take into consideration is the customer of the designated operator, in order to ensure the satisfaction of customers' changing needs. It may be possible to make some products available directly to those customers, either through the UPU itself or through UPU members. Licensing or conditions of sale must be carefully considered.

6 Other stakeholders include supply chain service providers, in particular Customs, airlines, transporters and security authorities, as well as non-DOs.

*c Target products and services*

7 Considering the range of interests among the different stakeholders, the UPU may provide access to part(s) of the functionalities of IT-related products and services developed by the UPU International Bureau and some of the UPU technical standards (such as EDI messages). These should be offered on the basis of the demonstrated needs of players that can contribute to enhancing the quality of postal services.

8 Further, some or even all of the UPU's IT-related products, developed to support seamless postal operations among designated operators, can be made available for sale or through a licence, taking into account the working relationship between the designated operator concerned and the third party (this may include non-designated operators).

9 UPU products and services are clearly of value to stakeholders other than UPU member countries and designated operators. Over the next cycle, the UPU should gradually review and open up categories of products and services most likely to be of interest to wider sector stakeholders. The first could be UPU standards.

10 Therefore, the UPU should begin with considering the conditions for access to EDI messaging standards and IT-related products, according to the conditions below.

*d General conditions*

*i Eligibility and pricing*

11 Different types of products and services may require different criteria for eligibility. Each product and service should be reviewed in terms of the utility to UPU members and other stakeholders, and the advantages and disadvantages of availability.

12 Prices should be set according to the costs of the products and services, so that the UPU can recover costs, potentially including development costs. A rationale for providing a product or service below cost must be clearly communicated under the policy.

13 The elements of the policy concerning eligibility, as well as a pricing structure, should, in principle, be uniform for all wider postal sector stakeholders. All products and services currently available should be reviewed.

*ii Contracts for sale, licensing, etc.*

14 Currently, many UPU products and services are available through contracts which include general terms and conditions. These documents must be thoroughly reviewed so that the conditions are in compliance with the new policy, and to ensure harmonized conditions of use, disclosure, etc. Licences for use of products and services should also be reviewed in order to ensure that the conditions are uniform and in compliance with UPU policy.

15 Once the conditions have been reviewed and harmonized, a set of guidelines for the sale, licensing, etc., of new products and services should be established. A best practice is to establish model contracts for new products and services.

*e Implementation*

16 The International Bureau will open up access to the products and services identified following the Hill+Knowlton audit, prioritizing according to the perceived interest of wider postal sector players. Each category has been reviewed and potential stakeholders identified. The current conditions will be examined and harmonized following the principles of cost recovery, transparency, fairness and openness.

*f Monitoring and reporting*

17 Once a schedule for access has been established, the International Bureau will monitor the gradual opening up of access, and will report on progress at each session of the Council of Administration and its project groups in the next cycle.

**Resolution C 11/2016**

**Inclusion of postal trends and developments in the UPU postal statistics**

Congress,

Aware

of the United Nations' recognition of postal e-commerce in its Trade and Development plan as a potential opportunity for developing countries,

Acknowledging

that postal statistics are required to cover all the indicators related to the major postal services, including new e-services prescribed in the UPU Regulations, in line with modern technologies,

Considering

that the data indicated in the UPU postal statistics are considered a valid source for member countries and their designated operators in their studies and research,

Taking into account

the development of e-services in the postal industry as well as the need to be aware of related e-services data and statistics,

Recognizing

the effort and achievements of the Postal Operations Council Committee 2 Applied Economics and Markets Research Group in ensuring that recent developments in postal services are reflected in the UPU postal statistics,

*Instructs*

the Postal Operations Council, with the support of the International Bureau, to conduct a study on a possible expansion of the contents of the UPU postal statistics to include the development of postal e-services.

(Proposal 29, Committee 3, 2nd meeting)

**Resolution C 12/2016**

**Integration of the Postal Carbon Fund® within the Universal Postal Union's structure**

Congress,

Recognizing

that the fight against climate change is one of the key objectives approved by the United Nations within the framework of the Sustainable Development Goals (SDGs) and the post-2015 development agenda,

Considering

the importance of the United Nations Framework Convention on Climate Change, and in particular the first universal agreement adopted during COP21 in Paris reinforcing the need to finance the transformation of the economy to limit global warming to well below 2 °C above pre-industrial levels and pursuing efforts to limit the temperature increase to 1.5 °C,

Also considering

that the Paris agreement recognizes the importance of carbon pricing to encourage the implementation of low-carbon technologies and practices,

Also recognizing

that the aforementioned framework encourages other voluntary actions implemented in parallel, in particular through the Non-State Actor Zone for Climate Action (NAZCA) and the Lima-Paris Action Agenda (LPAA),

In the light of

the adoption of resolutions C 66/2012 (Work on sustainable development) and C 76/2012 (Establishment of a voluntary carbon offset system for designated operators of UPU member countries) by the 25th Congress in Doha,

Recalling

the creation, in April 2014, of the Postal Carbon Fund® as an association under Swiss law, outside the scope of the UPU bodies, by the designated operators of Costa Rica, Ecuador, Finland, France, Ireland, Senegal, Switzerland, Thailand and Togo, with the aim of providing the postal sector with an efficient tool to offset, on a voluntary basis, greenhouse gas emissions linked to postal activities,

Also recalling

that the Postal Carbon Fund® was created to benefit all postal operators, whether willing to offset their emissions or to develop and finance low-carbon, climate-resilient offsetting projects linked to the reduction of emissions through energy efficiency, renewable energy and alternative transportation that could not otherwise be carried out,

Further recalling

the many potential benefits for the postal sector of expanding participation in the Postal Carbon Fund®, particularly in terms of positioning the sector as a committed player in the fight against climate change, responding to the need to anticipate and align its development with new regulations on carbon performance and climate mitigation and adaptation,

Welcoming

the efforts of the International Bureau of the Universal Postal Union to measure the carbon footprint of the postal sector and help designated operators of the Union's member countries reduce their impact on the environment and on climate change, especially through its calculation and reporting tool OSCAR,

Taking into account

the pilot activities launched by the Postal Carbon Fund® to train postal operators on carbon offsetting procedures and activities for project identification in five countries,

Further considering

that the Postal Carbon Fund® is the first carbon fund in the world aimed at providing an efficient funding system for low-carbon development and climate solidarity at sector level,

Convinced

that, as the United Nations agency in charge of the postal sector, the Universal Postal Union should play a more active role in the governance of the Postal Carbon Fund®,

Observing

that the current role given to the UPU vis-à-vis the Postal Carbon Fund® is limited to its promotion among UPU member countries, and that including the Postal Carbon Fund® in the UPU structures would make it possible to reinforce the fund's institutional image and visibility, in particular within the United Nations community, to the benefit of UPU member countries through an innovative financing mechanism for low-carbon postal projects in developing countries,

*Instructs*

- the relevant UPU bodies to study the legal, financial and structural conditions under which the Postal Carbon Fund® could be integrated into the UPU's activities;

- the relevant UPU council(s) to proceed with the integration of the Postal Carbon Fund® within the structure of the UPU during the Istanbul cycle, should the study demonstrate the feasibility of this integration, in particular the absence of a financial impact on member countries and the protection of the principle of voluntary participation for designated operators,

*Encourages*

UPU members to join in the Postal Carbon Fund® and participate in related studies on a voluntary basis.

(Proposal 10.Rev 2, Committee 6, 3rd meeting)

**Recommendation C 13/2016**

**Philatelic Code of Ethics for the use of UPU member countries**

Congress,

Referring to:

- article 8 of the Universal Postal Convention, which establishes the status of the postage stamp;
- article RL 115 of the Letter Post Regulations, which specifies the characteristics of postage stamps and postal prepayment impressions; and
- the Philatelic Code of Ethics adopted by the 24th Congress under recommendation C 26/2008,

Recognizing

that postage stamps continue to have a commercial value when used for philatelic purposes,

Also recognizing

that the Philatelic Code of Ethics as adopted by the Bucharest Congress has provided valuable guidance to the issuing postal authorities of UPU member countries in maximizing the value of postage stamps to collectors and issuing postal authorities,

*Reaffirms*

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

*Recommends*

that all issuing postal authorities observe the procedures set out in the annexed revised Philatelic Code of Ethics when issuing and supplying postage stamps and philatelic products.

(Proposal 07, Committee 4, 3rd meeting)

*Annex 1*

**Philatelic Code of Ethics for the use of UPU member countries**

The Philatelic Code of Ethics for the use of member countries comprises the following recommendations:

1 Issuing postal authorities creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

1.1 Philatelic products within the scope of this code include, but are not limited to:

- postage stamps, as defined in article 8 of the Universal Postal Convention;
- cards and first day covers;
- presentation packs and albums;

- stamp yearbooks;
  - envelopes with embossed or pre-cancelled/pre-printed stamps;
  - cachets for special occasions and events and related products;
  - stamps with surcharges.
- 1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 8 of the Universal Postal Convention, but are not considered to be postage stamps.
- 2 Issuing postal authorities shall not authorize such use of cancellation dies, hand stamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.
- 2.1 Issuing postal authorities shall not permit the use of such cancelling or marking devices by persons other than their own employees.
- 2.2 In certain exceptional cases, and provided that direct supervision is exercised by their employees, issuing postal authorities may authorize the use of these cancelling or marking devices by persons other than their own employees.
- 2.3 Where issuing postal authorities contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the issuing postal authority concerned, which shall ensure that this rule is strictly observed.
- 3 In the sale of products for philatelic purposes incorporating postage stamps, issuing postal authorities shall ensure that the handling of the postage stamp itself and the use of cancellation dies, hand stamps, cachets and other marking devices is in conformity with their respective postal procedures.
- 4 For each issue of postage stamps, issuing postal authorities shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, hand stamps and cachets for special occasions or events, issuing postal authorities shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although issuing postal authorities may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.
- 4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal purposes.
- 4.2 Issuing postal authorities shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, issuing postal authorities should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.
- 5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, issuing postal authorities shall, at all times, respect intellectual property rights.
- 6 If issuing postal authorities offer their customers personalized stamps, they shall establish a legal framework to protect the latter's status, in accordance with their national law.
- 7 Whilst issuing postal authorities have no control over the use of postage stamps or articles entrusted to the postal service for postal purposes once they have been sold, they shall nevertheless:
- 7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.
- 7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.
- 7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the issuing postal authorities themselves, and to respect the provisions of the Philatelic Code of Ethics and of the issuing postal authority's national

postal legislation. Issuing postal authorities shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.

- 7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, issuing postal authorities shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.
- 7.5 Retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.
- 7.6 Establish separate contractual provisions for the printers entrusted with producing the stamps and the agents responsible for marketing them.
- 7.7 Award the printing of postage stamps only to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer, while abiding by public procurement practices (where applicable).
- 8 Issuing postal authorities shall not produce postage stamps or philatelic products that are intended to exploit customers.
- 8.1 In this spirit, issuing postal authorities shall not produce any abusive issues of postage stamps or philatelic products. Any issue that has one or more of the following features shall be regarded as abusive:
- A philatelic issue whose theme is a subject totally contrary to article 8, paragraph 5, of the definition of a postage stamp, i.e. alien to the culture of the issuing member country or territory, and which cannot be considered as contributing to "the dissemination of culture or to maintaining peace".
  - A programme and issue whose quantity far exceeds the acceptable limits for philatelic issues as defined in point 4 of this Code of Ethics, particularly 4.2. That is, where the number of annual issues is unrelated to the actual market capacity, whether for postal prepayment or for stamp collection, of the member country or territory concerned.
- 8.2 On the proposal of the International Bureau, and with the approval of the relevant Union body, abusive issues may be reported on the WNS website. These incidents should be reported in a form proposed by the International Bureau and approved by the relevant Union body following the Istanbul Congress.
- 9 Issuing postal authorities shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Issuing postal authorities pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

## **Recommendation C 14/2016**

### **Promotion of disaster risk management measures in the field of development cooperation**

Congress,

Recalling

recommendation C 27/2008 entitled "Initiatives for the sustainable reduction of the negative environmental impact of the postal sector" and resolution C 34/2008 entitled "Work on sustainable development", adopted at the 2008 Congress held in Geneva,

Also recalling

recommendation C 64/2012 entitled "Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters", adopted at the 2012 Doha Congress, and the Universal Postal Union's emphasis on the importance of enhancing measures for postal sector resilience,

**Recognizing**

the United Nations Plan of Action on Disaster Risk Reduction for Resilience adopted by the United Nations Chief Executives Board in 2013, which committed to making disaster risk reduction a priority for the UN system and organizations within,

**Considering**

the recommendation adopted at the Third UN World Conference on Disaster Risk Reduction to take action to substantially reduce global disaster mortality and economic loss caused by natural disasters by 2030 and enhance international cooperation for developing countries for this purpose, as set out in the Sendai Framework for Disaster Risk Reduction 2015–2030,

**Stressing**

the positive results achieved by the ad hoc group on disaster risk management, part of the Council of Administration (CA) Committee 4 (Cooperation and Development) Sustainable Development Project Group, in increasing awareness of disaster risk management in the postal sector and sharing best practices through multiple channels, including several regional seminars held during the 2013–2016 cycle,

**Greatly appreciating**

the efforts of the International Bureau in developing and implementing projects and tools for member countries through the formulation of a UPU framework for disaster management, a disaster management guide, and other works,

**Confirming**

that building disaster-resilient postal services on a global scale is consistent with the UPU's aim to develop communication between peoples and thereby contribute to international cooperation in cultural, societal and economic fields,

**Also considering**

the adoption of resolution CA 2/2010 entitled "Creation of a UPU emergency solidarity fund for countries affected by natural disasters and/or in special situations" and resolution CA 1/2011.1 entitled "Rules for the administrative management of the UPU Emergency and Solidarity Fund",

**Strongly believing**

that it is very useful for UPU disaster risk management to take advantage of the valuable lessons learned from the catastrophic damage of natural disasters to member countries,

**Emphasizing**

the importance of disaster risk management activities in developing countries as well as the need to take measures to guarantee the continuation of postal services in times of disaster,

***Recommends***

that the relevant bodies of the UPU:

- design and implement a technical assistance approach in developing countries, especially least developed countries, in order to provide the best level of assistance to designated operators and relevant authorities in the implementation or improvement of disaster risk management policies and business continuity planning. This approach would combine, in an effective manner, the three elements of development cooperation (assistance from experts, training, and supply of equipment/material);
- study the possibility of a specific certification process which would allow postal operators to improve their disaster risk management approaches and benchmark their level of implementation in the framework of the UPU disaster risk management guide;
- develop strategies to address the identified challenges and resource allocation plans as part of development cooperation, while maximizing the knowledge and experience of member countries;
- enhance cooperation and partnerships with relevant organizations related to disaster risk management at the international, national, regional and local levels in order to be in line with disaster risk management frameworks such as the Sendai Framework for Disaster Risk Reduction 2015–2030;
- promote the integration of the disaster risk management efforts of the postal sector into the overall social and economic activities at all levels,

*Also recommends*

that the International Bureau, in coordination with the restricted unions, support and cooperate with efforts for the smooth and concrete implementation of the measures above.

(Proposal 08.Rev 1, Committee 6, 3rd meeting)

**Resolution C 15/2016****Integrated Product Plan implementation**

Congress,

Taking note

of the work carried out by POC Committee 3 (Physical Services) in 2015 and 2016 to develop the Integrated Product Plan (IPP) in response to directions given by the 2012 Congress through various resolutions, and also in direct response to POC resolution CEP 3/2015.1 (Accelerating actions to modernize and integrate the UPU's international postal network),

Fully supporting

the implementation of all of the recommendations contained in the IPP presented in Congress–Doc 39,

Considering

that, with an expected worldwide growth of more than 10% a year, cross-border e-commerce represents an untapped potential for the postal sector,

Also considering

that Posts are best placed to exploit the potential of e-commerce, but they must deliver reliably and continue to innovate in order to match the changing needs of consumers and e-sellers to be able to successfully compete in the market,

Noting

that competition in the postal market, especially for e-commerce delivery, is fierce and rapidly evolving,

Convinced

of the growth opportunities for postal operators in business generated through e-commerce,

Recognizing

that growth and growth opportunities are applicable worldwide,

Also recognizing however

that the ongoing development and growth of alternative networks is a clear signal that the UPU network is not meeting needs and that if the UPU does not adapt there will be a continuing increase in the number of designated operators moving traffic outside the UPU network,

Acknowledging

that one of the challenges faced by the UPU in relation to customer needs and product features is how to satisfy market requirements by rationalizing, modernizing and integrating the existing framework of products,

*Instructs*

the Postal Operations Council to ensure that the UPU keeps pace with change by modernizing letter post, parcel post and EMS using an integrated approach (both to product development and to remuneration systems), and ensuring speedier decision making in response to market needs by implementing all of the recommendations contained in the IPP presented in Congress–Doc 39, namely:

- step 1 to be implemented following the 26th Congress, from 1 January 2018, with a target for transitioning to implementation of step 2 from 1 January 2020;

- a comprehensive review to be carried out on optional and mandatory supplementary services, with recommendations made to the 2018 mini-Congress or designated body and implemented immediately afterwards in order to modernize them in line with market requirements and objectives of the IPP;
- a comprehensive operational and accounting impact study to be completed in advance of the implementation of step 2;
- the development activities and timelines (outlined in the table in Congress–Doc 39, § 28) to be respected in order to ensure that implementation of the IPP is in line with the wishes of the UPU member countries,

*Also instructs*

the Postal Operations Council to:

- develop and implement POC activities (including remuneration, quality measurement, standards, accounting and operations) that are driven by product definition and development while at the same time recognizing customer, market and supply chain needs;
- ensure continued close coordination between the UPU body responsible for providing the roadmap for the implementation of electronic advance data and the body responsible for the implementation of the IPP;
- ensure the development of a system of integrated remuneration driven by the requirements of the IPP;
- ensure the continuous review of the IPP with the aim of submitting an updated version to the 27th Congress in 2020,

*Further instructs*

the Postal Operations Council to:

- incorporate into its 2017–2020 programmes a range of activities to ensure that the opportunities created by physical product development are realized for the entire UPU membership, with the activities to focus on providing customers with access to simple, affordable and reliable international postal services;
- take an integrated approach to product development, including remuneration aspects and research activities across the full range of physical services (letter post, parcel post and EMS) with a view to modernizing these services in the light of identified customer needs and expectations;
- develop services to meet customer needs in terms of speed, dimensions, reliability, price, etc., with the aim of modernizing the UPU's physical service portfolio to cover the different needs of each customer segment;
- establish an integrated approach to issues related to the supply chain, including customs, security, aviation, transport, and operating standards, as the UPU network is vulnerable to external threats in this area and requires a globally coordinated UPU response,

*Invites*

the Postal Operations Council to set up a single body to assume overall responsibility for coordinating all aspects related to the future integrated development of letter post, parcel post and EMS, namely: product development, remuneration, supply chain, quality of service, etc.,

*Also invites*

member countries and their designated operators to:

- take measures enabling designated operators to provide quality physical products as part of the universal service, to stimulate the economy and reinforce social cohesion;
- acknowledge the role of UPU physical product development activities in enhancing the quality of the services for their citizens and businesses, particularly small and medium-sized businesses;
- take steps to ensure that their designated operators better manage relationships with their customers in order to become commercial, competitive and efficient;

- ensure that their designated operators focus not only on the challenges facing the development of international physical products, but also on the strategies needed to meet those challenges;
- participate actively in the UPU physical product development process;
- undertake activities aimed at increasing business by exploiting e-commerce opportunities,

*Further invites*

the restricted unions to lend their support to the development of e-commerce within their regions.

(Proposal 13, Committee 3, 3rd meeting)

**Resolution C 16/2016**

**Application of geographic information systems to postal address development**

Congress,

Considering

that research and experience has demonstrated that address systems are necessary, fundamental tools which are employed by literally every governmental function and public service, and every business, social, and economic unit worldwide, and are a necessary component of economic development,

In view of

the increasing recognition that the availability and effective use of address information can alleviate many of the developmental challenges faced by countries, such as urban development, social inclusion, provision of basic services, and preparedness for natural disasters, pandemics and population displacement,

Recognizing

that a significant portion of the population of many countries lives in unplanned settlements, informal housing areas or rural areas which do not have systematic addressing,

Recognizing also

that addresses are a critical component of the mail and parcel delivery infrastructure, and the full development of this business, including that of e-commerce, cannot be achieved efficiently without sound addressing systems and available address data,

Further recognizing

that the traditional means of developing and allocating addresses involve a complex, burdensome, time-consuming and technically demanding process,

Noting

that the development of information and communication technologies (ICTs) and geographic information systems (GIS) have increased dramatically in recent years, resulting in the invention of numerous new means for geo-locating businesses and residences more quickly and at a much lower cost than previously possible,

Bearing in mind

the measures adopted by previous Congresses, and the considerable efforts made at international, regional and national levels to underscore the importance of quality addressing and develop and implement effective addressing systems in various countries using the most advanced technology, and particularly GIS,

*Instructs*

the Council of Administration, in consultation with the Postal Operations Council, and with the support of the International Bureau, to:

- conduct a study, with the aim of producing guidelines on the integration of GIS, and more particularly geocodes and mapping, to existing and emerging addressing systems in order to identify possible

postal applications for tackling the lack of a comprehensive address system, strengthening operational efficiency and stimulating commercial activity, and more particularly e-commerce and parcel delivery;

- organize advocacy activities on the importance of developing address systems, using the most advanced technology for the effective implementation of the UN's 2030 Agenda and Sustainable Development Goals, including conferences and meetings;
- take appropriate measures to ensure capacity building of member countries in the field of addressing integrating GIS, including gathering in a unique online platform (library) materials and resources on address-related issues, such as address infrastructure development, best practices and success stories, benchmark studies, address standards and guidelines, integration of technology, etc.;
- identify actual and potential financing sources for addressing system development, including non-traditional sources,

*Also instructs*

the Postal Operations Council to:

- support the Council of Administration and the International Bureau in producing and promoting the study;
- study all operational recommendations resulting from the study on the implications of introducing GIS, such as geocodes, mapping or geo-marketing by DOs, and prepare an impact analysis;
- establish and implement a concrete action plan and roll out a roadmap for the effective implementation by DOs of the practical recommendations stemming from the study, particularly with countries willing to improve their postal markets and develop geo and predictive marketing;
- continue developing and promoting international address references and standards, such as S42, to allow for integration of the GIS technology, particularly geocodes and mapping,

*Further instructs*

the International Bureau to:

- support and advise member countries in their efforts to provide an address for everyone using the most advanced ICTs, with special focus on the most vulnerable populations;
- coordinate address-related technical assistance activities and the formation and management of a network of experts in that connection,

*Urges*

Union member countries to make address development, especially in unplanned settlements, a key element of their policy and national development plans in the upcoming cycle, as one of the bases for national and international communication (messages) and trade (goods),

*Also urges*

the Consultative Committee to assist the Council of Administration and the International Bureau in the task of developing an interactive list of professionals, universities, companies and non-profit organizations with expertise in address-related services and products integrating GIS, and particularly geocodes and mapping.

(Proposal 27, Committee 4, 5th meeting)

**Resolution C 17/2016****Strengthening information technology security**

Congress,

Acknowledging

that designated operators are increasingly reliant on information technology systems to support efficient operations and offer convenient services to their customers, and to provide important information to other operators,

Observing

that the dependence of mail operations and mail automation on information technologies has grown and will continue at an accelerated pace,

Recognizing

the growing interdependence of member countries' information technology to provide data across borders and around the world,

Aware

that goal 1 of the Istanbul World Postal Strategy places emphasis, among other things, on security as well as the use of information and communication technologies,

Conscious

of the global nature of security threats and their impact on member countries and customers,

Noting

that information technology security has been increasingly viewed as essential in recent information technology development efforts of the UPU committees and projects,

Also acknowledging

the need for guidance appropriate for member countries' information technology departments to safeguard data and system access,

Also aware

that information technology is ever changing, and therefore security measures will also have to keep pace,

*Instructs*

the Postal Operations Council:

- to conduct a study to identify relevant information technology security best practices, strategies and other measures, to promote a secure information technology environment for UPU member countries;
- to create an information technology security work item with the primary focus of monitoring information technology security trends to enable development of future requirements, as well as keeping UPU member countries abreast of the continually changing cybersecurity landscape, and to assign the work item to the group responsible for security for the UPU.

(Proposal 31, Committee 4, 5th meeting)

**Resolution C 18/2016****Broadcasting of sessions of the Council of Administration and the Postal Operations Council through the Universal Postal Union website, for full access by registered users**

Congress,

Considering:

- that the use of new technologies to broadcast the meetings of international organizations encourages transparency and participation from member countries, and saves on human, logistical and financial resources;
- that the UN has already established a live broadcasting system and meetings database incorporating sessions held during the Doha Congress,

Recognizing:

- the efforts made by the International Bureau in developing an Internet streaming channel, into which meetings held during the 2015 Geneva Strategy Conference have already been incorporated;
- that the UPU has an operating system for broadcasting meetings held in Berne; and that its website can broadcast such sessions via the "Web TV" section,

Aware:

- of the continuous efforts of the International Bureau to demonstrate transparency in all its activities, especially in meetings held at UPU headquarters in Berne;
- that the technical capability already exists to facilitate the broadcasting of meetings, in respect of which the application of this proposal would not incur any additional costs;
- that the broadcasting of meeting sessions may result in significant financial and logistical savings for member countries and the UPU itself,

*Instructs*

the International Bureau to:

- enable direct broadcasting of the CA and POC plenary and committee sessions (or those of the equivalent new bodies that may be created should UPU reform be adopted) to member countries and authorized observers, starting with the new cycle (1 January 2017);
- develop a virtual library where meeting videos can be accessed on demand;
- develop clear rules for the council(s) on this issue, taking into consideration the possible need to restrict access owing to confidentiality issues (in the light of the relevant provisions contained in the UPU General Regulations as well as the respective Rules of Procedure of the aforementioned bodies), and present the updated rules to such bodies at their first 2016 session for approval;
- study the financial, legal and technical viability of extending such broadcasting facilities to include interactive participation, interpretation and voting, with a view to potentially considering them for future implementation within the UPU;
- present the results of the aforementioned study to the relevant bodies of the Union for decision by the end of 2018.

(Proposal 26.Rev 2, Committee 3, 3rd meeting)

**Resolution C 19/2016****Report on the consolidated accounts of the Universal Postal Union for the 2012–2015 period**

Congress,

In view of:

- a the report on the finances of the Union (Congress–Doc 26);
- b the report of its Finance Committee (Congress–Doc 29),

*Notes*

the consolidated accounts of the Universal Postal Union for the 2012–2015 period, and gives final discharge to the bodies responsible.

(Congress–Doc 26. Annex 1. Attachment 3, Committee 2, 4th meeting)

**Resolution C 20/2016****Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having examined  
the report on the finances of the Union (Congress–Doc 26),

*Expresses*

its gratitude to the Government of the Swiss Confederation for:

- i the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
- ii its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congress–Doc 26. Annex 3, Committee 2, 4th meeting)

**Resolution C 21/2016****Further strengthening the activities of the Union in the area of postal regulation**

Congress,

Considering  
that, in accordance with article 1 of the Constitution of the Universal Postal Union, the aim of the Union is to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration,

Also considering  
that, in recent years, in the context of a fast-changing internal and external environment, there has been an increasing separation of regulatory and operational functions, with more postal regulators being established, so that postal regulation has become an important issue for the UPU and its member countries,

Recognizing  
that, through resolutions C 41/2008 and C 13/2012, the 24th and 25th Congresses called for the creation of postal regulation forums and conferences within the Council of Administration to promote best practice expe-

riences in providing the universal service and organizing postal markets in member countries, and to discuss and exchange views on issues of common interest related to postal regulation,

Also recognizing

that, over the past few years within the sphere of the UPU, the integrated postal reform and development plans (IPDPs) and the regional development plans (RDPs), with a focus on reinforcing and developing postal regulation, have proven to be effective tools in addressing postal sector reform,

Convinced

that the aforementioned valuable UPU initiatives taken in the area of postal regulation have attracted great attention and interest among member countries, and could be a good reference for the development of their postal regulation activities,

Realizing

that member countries have various needs with respect to postal regulation in an era of electronic substitution and market liberalization,

Also realizing

that, in full exercise of their sovereignty, only member countries can establish their public policies, define institutional structures, and determine their use of resources according to what they deem is the best model to reach their social and economic development goals,

Also convinced

that, to meet the needs of member countries in terms of knowledge and awareness of the range of reforms conducted in the postal sector, the good practices adopted, and the evolving markets and players, it is necessary for the UPU to continue its activities in this area,

*Instructs*

the Council of Administration to:

- identify and describe the main aspects of postal regulation, to serve as a reference for member countries in their reform processes, and work in conjunction with restricted unions in line with these objectives;
- continue to organize the UPU Conference on Postal Regulation during the annual sessions of the Council of Administration, as a forum for exchanging experiences and disseminating information and best practices in the field;
- support reform and regulatory processes in member countries,

*Also instructs*

the International Bureau to:

- collect information on postal regulation from member countries and publish this information in a database on the UPU website;
- analyze the structures, models, best practices, and case studies;
- disseminate the research results to the relevant parties through publications, workshops, and conferences.

(Proposal 05, Committee 3, 6th meeting)

## **Resolution C 22/2016**

### **Incorporation of designated operators into the account settlement system administered by the International Bureau**

Congress,

Having noted

- that, in certain cases, the official means of recovery prove ineffective in debtor countries, even when the general or detailed accounts have been duly accepted by the designated operators;
- that the Acts of the Union and their Regulations do not provide for any specific mechanism to resolve such situations,

Recognizing

- that the Council of Administration has examined in detail the Acts and their articles to identify a way to incorporate a sanction mechanism into the provisions;
- that this examination revealed that any sanction mechanism would be wholly incompatible with the principles of a single postal territory and freedom of transit of the Universal Postal Union, set out in articles 1 and 1bis of the Constitution,

Aware

- that there exist bilateral best practices available to designated operators or governments wishing to resolve such situations between designated operators, including:
  - encouraging debt recovery agreements, by proposing long-term payment plans for debtor countries;
  - promoting recovery by means of a third party country, with the three parties in agreement as to the procedure;
  - approaching the International Bureau to help find a solution between the debtor designated operator and the creditor designated operator, recognizing that the International Bureau can play no regulatory or enforcement role in such cases;
  - referring the matter to the governmental authorities;
  - confirming the accounting information between designated operators;
- that these best practices do not guarantee a solution to bad debts, and that designated operators are required to make considerable additional efforts to resolve these situations,

*Instructs*

the Postal Operations Council to define a mechanism that makes the UPU\*Clearing system the preferential method for settling international accounts, inviting the UPU\*Clearing User Group to present a proposal to the 2018 Postal Operations Council aimed at encouraging designated operators that are not members of the Group to join this multilateral clearing system.

(Proposal 12.Rev 1, Committee 3, 6th meeting)

## **Resolution C 23/2016**

### **Istanbul World Postal Strategy**

Congress,

Taking account of:

- the fruitful and intensive discussions which took place during the UPU World Strategy Conference in Geneva in April 2015;

- the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;
- the conclusions and views expressed during a series of regional strategy conferences, held throughout 2015, which provided over 150 countries with the opportunity to discuss the draft Istanbul World Postal Strategy while outlining their own regional priorities;
- the results of the questionnaire on the draft Istanbul World Postal Strategy and the prioritization of UPU activities;
- the lessons learned from the implementation of the Doha Postal Strategy;
- the results of the work of Congress as a whole,

Also taking account of

the draft Istanbul World Postal Strategy (Congress–Doc 13), prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the chairmen of the CA and POC committees, Consultative Committee and project groups, as well as all Union member countries and the restricted unions,

*Aware*

of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

*Approves*

the Istanbul World Postal Strategy,

*Invites*

member countries to integrate the relevant elements of the Istanbul World Postal Strategy into their respective priorities and action programmes,

*Also invites*

restricted unions to integrate the relevant elements of the Istanbul World Postal Strategy into their respective priorities and action programmes,

*Instructs*

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

- to implement the goals and programmes defined in the Istanbul World Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, determine means of implementing the strategy to achieve the expected results;
- to regularly examine the state of implementation of the Istanbul World Postal Strategy through active and ongoing measurement and evaluation and, following this examination, to:
  - make whatever changes in direction and adjustments that are necessary;
  - reassign available resources, while noting that the degree of implementation of the Istanbul World Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as to the budget established and approved by the newly elected Council of Administration;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded;
- to engage in a consultative process with member countries to prepare and present the future strategy for 2021–2024 for the approval of the 2020 Congress.

(Proposal 24, Committee 3, 6th meeting)

**Resolution C 24/2016****Draft Istanbul Business Plan**

Congress,

Noting

that, in accordance with article 107.1.3 of the General Regulations of the Union, the Council of Administration examines the draft quadrennial UPU business plan approved by the Congress, and finalizes it by bringing the activities set out in the draft plan for the four-year period into line with the actual resources available,

Recognizing

that the finalized version of the quadrennial business plan, completed and approved by the CA, will then form the basis for the preparation of the annual UPU Programme and Budget, as well as the operating plans to be drawn up and implemented by the CA and POC,

Noting also

that Congress proposals of a general nature that have financial implications and provide instructions to the permanent bodies of the Union are included in the draft quadrennial UPU business plan to be adopted at the 26th Congress,

*Approves*

the draft Istanbul Business Plan, including all the work proposals contained therein,

*Instructs*

the Council of Administration to carry out regular updates to the draft Istanbul Business Plan in the 2017–2020 cycle in line with the decisions taken by Congress,

*Also instructs*

the Council of Administration, with the support of the International Bureau, to prepare and present the draft Business Plan for 2021–2024 to the 2020 Congress.

(Proposal 28, Committee 3, 6th meeting)

**Resolution C 25/2016****Results of the study on the definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators**

Congress,

Recognizing

- that the official collection methods do not necessarily produce the desired results among countries with long-standing debts, despite the fact that the CN 52 accounts were duly accepted by the designated operators;
- that certain designated operators have debts in arrears dating back over 25 years on international accounts,

Considering

that neither the Acts of the Union nor the Regulations provide for a specific mechanism to address this situation,

**Noting**

that Congress resolution C 58/2012 instructed that a study of designated operators with long-term debts be carried out with a view to including in the Regulations a sanctions mechanism to address the situation, and that the mechanism be presented during the 2013–2016 cycle with a view to a rapid implementation,

**Recalling**

that during the 2009–2012 cycle the Postal Operations Council studied the possibility of resolving these situations by means of sanctions,

**Recalling also**

that during the 2009–2012 cycle the Postal Operations Council stressed that many of these financial situations were between countries that did not have political relations with each other, which was why funds were not being exchanged,

**Recognizing also**

that the Council of Administration (CA) reviewed the Acts in depth in an effort to identify a means of incorporating an appropriate mechanism in the Regulations, and that it emerged from the CA's review that any sanctions mechanism runs completely counter to the Universal Postal Union principle regarding the single postal territory and freedom of transit set forth in articles 1 and 1bis of the Constitution,

**Convinced**

that there are a number of bilateral best practices that can be used by designated operators and governments to resolve these situations, including the following:

- Promoting payment agreement mechanisms for the settlement of long-term debts by debtor countries;
- Promoting triangular collection methods – collecting debts via third countries, subject to the three parties agreeing on the terms;
- Consulting the International Bureau with a view to seeking a solution between the debtor designated operator and the creditor designated operator, but on the understanding that the International Bureau does not perform a regulatory role in these cases;
- Taking the matter to government level;
- Facilitating the provision of accounting information between designated operators,

***Instructs***

- the International Bureau to inform the member countries of the best practices for recovering debts in arrears;
- the Postal Operations Council to continue to identify a mechanism for incentivizing countries to join the UPU\*Clearing system, in collaboration with the UPU\*Clearing User Group, which could define and revise the mechanism,

***Invites***

Member countries, through their designated operators, to consider these best practices for resolving financial situations with countries with long-term debts.

(Proposal 04, Committee 3, 6th meeting)

**Resolution C 26/2016****Period covered by the financial decisions taken by the 26th Congress**

Congress,

Having examined

the draft Istanbul Business Plan for 2017 to 2020 (Congress–Doc 14) and Congress–Doc 30.Rev 1,

In view of the fact

that the financial resources for the future must be allocated on the basis of the Programme and Budget stemming from the Istanbul World Postal Strategy covering the period from 2017 to 2020,

*Decides*

that the financial system shall cover the period of execution of the Strategy (2017–2020),

*Also decides*

that, in strict accordance with the solidarity rule contained in article 21.3 of the UPU Constitution (and taking into account both the ceiling of expenditure determined by Congress and the finalized version of the quadrennial UPU Business Plan), the amount of the contributory unit shall be calculated solely on the basis of the annual Programme and Budget approved by the Council of Administration, as well as the number of contributory units announced at the time when the Council of Administration approves the aforementioned Programme and Budget,

*Further decides*

that, consistent with the above, under no circumstances shall the amount of the contributory unit be subject to any freezing measure during the entire period covered by the Istanbul Congress cycle (from 2017 to 2020), as well as all future Congress cycles.

(Congress–Doc 30.Rev 1.Annex 1, Committee 2, 4th meeting)

## **Resolution C 27/2016**

### **Management of the work of the Union – Reform of the UPU**

Congress,

Fully recognizing and appreciating the work on UPU reform accomplished by:

- the Council of Administration, presented in Congress–Doc 38 ("Reform of the Union. Proposals concerning structural changes to the Union and faster decision making");
- Germany and France, the authors of proposals 11 and 25, both entitled "Management of the work of the Union – Reform of the Union", which drew support from 21 countries,

Recognizing

that the postal environment is undergoing profound and rapid change, meaning that the UPU needs to adapt its operations, decision-making process, work methods and activities,

Confirming

that there was a consensus at Congress on the imperative need for the Union to enhance its relevance and speed up its decision-making processes, and also to ensure cost-effectiveness in view of the financial constraints and the rising expectations of member countries,

Bearing in mind

that the UPU is an organization of an intergovernmental nature and a specialized agency of the United Nations, whose mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Taking into consideration

the mandate of Congress resolution C 26/2012, which reaffirmed the above considerations, as well as "the need to continue to evaluate the organization, structure and running of various UPU bodies [...] in order to draw a clearer distinction between their respective roles",

**Stressing**

the need to secure the future of the Union by strengthening a consensual decision-making approach as well as solidarity principles amongst member countries,

**Noting**

the desire for fair geographical representation and wider participation in the work of the Union,

**Decides**

- to defer examination of reform issues to an Extraordinary Congress to be convened in 2018,
- to instruct the Council of Administration and the Postal Operations Council to apply the following principles as a basis for their respective structures and decision-making processes:
  - i the concept of standing groups will be implemented, but they will be kept limited in number and be created to address ongoing and cycle-long business;
  - ii the concept of task forces, to be given specific mandates, objectives, deliverables and timeframes, in line with the Union's strategy and business plan and relevant Congress resolutions, will likewise be implemented;
  - iii task forces will be disbanded once the assignment is completed or suspended by the respective councils;
  - iv participation in task forces will be open to all UPU member countries;
  - v in principle, participation of observers may be allowed, subject to the relevant rules of procedure of the respective councils;
  - vi information on the task forces' activities, responsiveness, mandates and progress will be made available on the UPU website;
  - vii the work of task forces and standing groups may, in principle, be conducted by electronic means (e.g., teleconferences and electronic mail) between council sessions; when necessary, they may hold physical meetings at UPU headquarters in Berne, with final deliverables to be submitted to the relevant Council within the timeframe given; and
- that each Council shall meet twice a year, for a maximum total period of 10 working days, with the two councils meeting consecutively,

**Also decides**

to establish an ad hoc group charged with studying and advising on the reform of the Union and submitting its conclusions to the Council of Administration before further consideration by the Extraordinary Congress in 2018.

(Proposal 36, 2nd plenary meeting)

**Resolution C 28/2016****Organization of an Extraordinary Congress in 2018**

Congress,

**Recognizing**

that one of the key expectations of the reform was faster, timely decision making within the Union in order to cope with rapidly changing needs in the postal environment,

**Considering**

that since 2001, the Union has held a Strategy Conference at the midway point between Congresses, to assess the progress made in achieving the World Postal Strategy, address the challenges facing the postal sector, and discuss the development of a more dynamic, competitive, customer-focused postal network,

*Decides*

to hold an Extraordinary Congress midway between the Istanbul Congress and the 2020 Congress, which would mean a plenary Congress in 2018, to address various issues relating to the current and future World Postal Strategy, as well as any urgent postal sector issues, for five working days at the maximum,

*Instructs*

the Council of Administration, with the full support of the International Bureau, to take all the necessary measures to organize the Extraordinary Congress (e.g. timetable, agenda, host country, designation of the Chair if applicable),

*Further instructs*

the Council of Administration, with the full support of the International Bureau, to assess the need as to whether a mid-term Congress should take place on a permanent basis and therefore be defined in the Acts of the Union, and to submit proposals to the 2020 Congress as appropriate.

(Proposal 16, 2nd plenary meeting)

**Resolution C 29/2016****Reform of the system applied to contributions by Union member countries**

Congress,

Considering

that, in accordance with article 21 of the UPU Constitution, the Union's expenses shall be jointly borne by its member countries, and that in accordance with the UPU General Regulations, each member country shall, on a voluntary basis, choose the contribution class to which it intends to belong,

Also considering

that, since the 2012 Doha Congress, the number of units contributed by Union member countries has decreased significantly and that the current contribution model can no longer ensure the Union's financial stability,

Recognizing

that, through its Director General, the International Bureau has taken a number of steps over the past few years to actively encourage member countries to increase the number of units during the Doha cycle (2013–2016), despite which only two member countries agreed to make such additional contributions towards the Union's budget,

Also recognizing

that, in addition to the above measures, the International Bureau, through its Director General, was compelled to implement several ad hoc measures with the aim of stabilizing the Union's short-term funding, including the freezing of staff recruitment processes and general cost-cutting actions in response to existing financial constraints,

Noting

that, in view of the aforementioned financial constraints, the Council of Administration (CA) decided to abolish several International Bureau posts,

Noting also

that the development of a sustainable contribution model constitutes both a priority and a cornerstone within the context of the reform of the Union, for which an ad hoc working group was created by decision of the 2014 CA, in order to seek innovative funding sources through dialogue with member country governments, regulators and designated operators, including, without limitation, the subject of fair compensation for use of the various solutions and tools created and managed by the Union,

**Acknowledging**

the aforementioned initiatives undertaken in the area of sustainable financing of the Union,

**Realizing**

the Union's fundamental needs with respect to financial stability, and that due re-engineering of the contribution model by splitting it into fixed mandatory and variable usage-based components has become a necessity in order to secure the Union's financial stability,

**Also realizing**

that in full exercise of their sovereignty, member countries, particularly through the CA, should recommend possible fair and sustainable financing models aimed at ensuring the achievement of the Union's constitutional mission, scope and objectives,

**Convinced**

that, in order to meet the Union's needs with regard to its long-term financial sustainability, the prevailing practice adopted within the United Nations (UN) system, mainly based on assessed contributions based on the relative capacity of each member country to pay (gross national income, while taking into account other elements such as external debt and development levels), should be used as a basis for any future Congress proposals,

***Instructs***

the Council of Administration to

prepare, for submission to the next Congress (regular or extraordinary), an alternative contribution model proposal in order to guarantee the Union's long-term financial sustainability,

***Also instructs***

the International Bureau to identify and describe the main issues pertaining to the Union's long-term financial sustainability (including, without limitation, an analysis of the various contribution models applied in the UN system) with a view to assisting the CA in preparing the aforementioned Congress proposal.

(Proposal 22, Committee 2, 4th meeting)

**Decision C 30/2016****Venue of the 27th Universal Postal Congress**

Congress,

***Decides***

to accept the invitation of the Government of the Republic of Côte d'Ivoire to host the 27th Congress in that country in 2020.

(Congress–Doc 31, 2nd plenary meeting)

**Resolution C 31/2016****Future sustainability of the Union's Provident Scheme**

Congress,

**Considering**

the work done by the task force created by the Council of Administration in February 2016 at the proposal of the Provident Scheme Secretariat to study and develop, for consideration by the Istanbul Congress, any possible solutions to cover the shortage in the statutory funding rate,

Also considering

that Congress resolution C 81/2004, entitled "Measures proposed for safeguarding the UPU Provident Scheme's ability to meet its future obligations", authorized the Council of Administration – in the event of an emergency – to implement measures with a view to contributing temporarily to the indexation of Provident Scheme periodic benefits paid since 1 January 1992 and to enter the relevant amounts in the Union's regular budget,

In view of

the structural stabilization measures taken by the Management Board of the UPU Provident Scheme on the basis of the actuarial valuation at 31 December 2010 (CA C 2 2013.2–Doc 16), measures which were intended to have a long-term impact and which were aimed at remedying the imbalance associated with the increase in the average age of the UPU Provident Scheme's participants,

Taking into account

the decision taken by the Council of Administration in 2012, based on the recommendations of the UPU Provident Scheme's consultant actuary, to distribute the amount required under the guarantees over a 10-year period, with the payments into the Scheme ending once the minimum coverage requirement of 85% had been satisfied, and that these measures improved the Provident Scheme's financial health in 2013, although its accounts continued to show a slight shortfall,

Recognizing

that the UPU Provident Scheme Management Board took a number of structural stabilization measures in 2014 on the basis of updated actuarial assumptions, and noting the conclusion from the Management Board's 2015 report to the Council of Administration that the updated assumptions were no longer in step with the current economic environment, together with a number of temporary measures,

Also recognizing

that article 8.2 of the UPU Provident Scheme Regulations explicitly states that appropriate payments aimed at supplementing the assets of the UPU Provident Scheme and stabilizing in the medium term its degree of coverage (to a minimum level of 85%) may be one-off or periodical,

Further recognizing

that the member countries could have decided in 2015 whether they wished to make a one-off payment of 4,781,343.69 CHF to absorb the shortfall in one go in 2015, or preferred to schedule their payments,

Acknowledging

that, given the risk of further deterioration in the Scheme's financial situation (attributable to the lowering of performance expectations, the cut in the technical interest rate for the purpose of the actuarial balance sheet, increasing longevity, and the unfavourable demographic ratio), the consultant actuary recommended in 2015 that the appropriate payments required to stabilize the degree of coverage of 85% should be made in the short term, and over the next five years at the most (rather than 10 years as previously stated in document CA C 2 2014.1–Doc 14),

Convinced

that reform measures may be envisaged to prevent these guarantees from being called upon in the near future,

Noting

that the UPU Provident Scheme's ability to meet its future obligations has diminished as a result of the downturn in the financial market in 2007 and beyond, and that since 2014 the Scheme has been operating under the aforementioned 85% threshold,

Also noting

that the UPU previously undertook reforms of its pension management when it closed the Pension Fund to new entrants in 1963, and any subsequent members were brought under the Provident Scheme,

Acknowledging

that the UPU Provident Scheme has reached the minimum level requiring application of the statutory guarantees introduced by Vienna Congress resolution C 9/1964, which charges the Director General of the International Bureau if need be to provide in the ordinary budget of the Union, after taking the advice of the Executive Council (current Council of Administration), for the sums that would be required in order to amortize in an appropriate way any technical deficit in the Provident Scheme,

Also acknowledging

that article 4 § b of the UPU Provident Scheme Regulations provides for appropriate payments if the degree of coverage falls below the minimum rate of 85%,

Bearing in mind

that the decision to guarantee UPU Provident Scheme shortfalls with the ordinary budget of the Union was taken before the constitution of the subsidiary bodies that manage extrabudgetary activities (like the Quality of Service Fund, EMS Cooperative and Telematics Cooperative), and that these bodies have their own budget that covers salaries but not pension costs,

*Instructs*

the Council of Administration, with the support of the International Bureau, to:

- conduct a study on how to ensure the continued stability and sustainability of the UPU Provident Scheme in order to prevent the recurrence of the current situation, with the primary aim of examining potential options for future reform of the UPU Provident Scheme, so that it is less expensive to maintain in the future;
- take into consideration in this study potential structural measures, including possible changes to the UPU Provident Scheme's legal and/or governance frameworks; the possible transfer of the UPU Provident Scheme to the United Nations Joint Staff Pension Fund; the feasibility of borrowing money from banks to recapitalize the fund and repay the debt when the Union recovers the arrears; the implementation of additional measures to reduce the liabilities, for example, assessment of health insurance rationalization in line with common practice; increase of retirement age; correlation between contribution and benefits of an employee; setting up of a minimum contribution period; increase of contribution made to the Scheme by both employer and employee, subject to the legal obligations towards UPU Provident Scheme beneficiaries and their assignees and taking into account input from a range of Scheme stakeholders, including the Provident Scheme Management Board and the International Bureau's Staff Association;
- present the results of the aforementioned study in 2018 to the appropriate body of the Union, either an extraordinary Congress (if so decided) or the Council of Administration;
- take note of the latest audit reports concerning the UPU Provident Scheme (without prejudice to the remit of its Management Board and supervisory authority),

*Also instructs*

the International Bureau to continue to provide for the necessary sums that would be required to amortize any technical deficit in the UPU Provident Scheme, implementing structural and temporary measures to stabilize the fund until the result of the study is presented,

*Decides*

to take note of the information included in Congress–Doc 28, as well as the member countries' rejection of the payment options and request for a full study outlined therein, with a view to making an informed decision on the potential options for the future sustainability of the UPU Provident Scheme.

(Proposal 37.Rev 1, 3rd plenary meeting)