

# APPU POSTAL CEO'S FORUM

20.11.2023 | 09:30 AM- 04:15PM

ROYAL MANEEYA BALLROOM, HOTEL RENAISSANCE

<b>08:30am</b>	Registration
<b>09:30am</b>	Welcome address: Dr. VP Singh, Secretary General, APPU
<b>09:45am</b>	Inaugural address: Mr. Masahiko Metoki, DG, UPU
<b>10:00am</b>	<b>Panel 1: Postal Services in the Digital Age: Challenges &amp; Opportunities</b>  Mr. Katsuhiko Tsuyama, First Executive Officer, Japan Post Dr. Rithikone Phoummasack, CEO, Lao Post Mr. Li Yu, CEO, Singapore Post
<b>11:15am- 11:45am</b>	Group Photograph, Coffee Break
<b>11:45am</b>	<b>Panel 2: Postal Services in the Digital Age: Challenges &amp; Opportunities</b>  Mr. Jian Wang, Vice President, China Post Group Mr. Charles Brewer, Group CEO, Pos Malaysia Mr. Adam Mohamed, MD, Maldives Post Mr. Pasu Unhanandana, CCO, Thailand Post Mr. Walter Trezek, Chair, Consultative Committee, UPU



# APPU POSTAL CEO'S FORUM

20.11.2023 | 09:30 AM- 04:15PM

**01:00pm-  
02:30pm**

Lunch break

**02:30pm**

Signing of Memorandum of Understanding

**02:45pm**

**Panel 3: Workforce for the Future: Skills, Diversity and Inclusion**

Dr. Vinaya Prakash Singh, Secretary-General, APPU  
Mr. Samvisoth Then, CEO, Cambodia Post  
Mr. Ruwan Sathkumara, PMG, Sri Lanka Post

**04:00pm**

Closing of CEO's Forum

**04:15pm**

Coffee break, Visiting of booths

**06:00pm**

Dinner reception

**End of Day 1**



# APPU POSTAL BUSINESS FORUM

21.11.2023 | 09:00 AM- 05:00PM

**09:00am**

Welcome - Dr. V P Singh, Secretary-General, APPU  
Introductions: Moderator Mr. Derek Osborn

## **Session 1: Exploring new market opportunities in the digital age**

**09:30am**

Speakers:  
Gregory Sun, Board Member, Head of Commercial Department,  
Macau CTT  
Yuehan Wang, Development and Research Center, SPB, China  
Candice Yuan, General Manager of Logistics Technology  
Business, Cainiao Group “Leading Technology”  
Cinzia Neri, Head of PRIME

**10:30am**

Coffee Break

**10:00am**

Digital transformation - leading-edge technology showcase

Speakers  
Dame Damevski, B-boks “Transforming Traditional Postal  
Services: Embracing Digital Post as an Essential Omnichannel  
Diversification”  
Kevin Sellers, Escher Group  
Craig Strickland, BoxC  
Santosh Gopal, Ship2myID



# APPU POSTAL BUSINESS FORUM

21.11.2023 | 09:00 AM- 05:00PM

**12:00pm**

APPU member panellists:  
Roundtable discussions

**12:30pm**

Lunch and Networking

Digital transformation - leading-edge technology showcase

**01:30pm**

Speakers  
Aiko Kurita, Toshiba  
Shafwan Sajali, Vitronic  
Bikshapu Reddy, Reason Solutions  
Jasprit Duggal, Far Eye

**02:30pm**

APPU member panellists:  
Roundtable discussions

**03:00pm**

Coffee Break

Digital transformation - leading-edge technology showcase

**03:30pm**

Speakers  
Seamus Yendole, Stampfree  
Anja Derkits, Stamp Finity  
John Samuel, Amarante



# APPU POSTAL BUSINESS FORUM

21.11.2023 | 09:00 AM- 05:00PM

**04:30pm**

APPU member panellists:  
Roundtable discussions

**05:00pm**

Visit Booths and Networking

**End of Day 2**



# APPU POSTAL BUSINESS FORUM

22.11.2023 | 09:00 AM- 05:00PM

**09:00am**

## **Session 2: E-commerce and logistics - enhancing customer experience**

The challenges and opportunities for cross-border and international business

Speakers:

Luke Lloyd, Head of Markets, International Post Corporation  
Gennifer Fink, General Manager APAC, Zonos

**10:00am**

APPU member panellists:  
Roundtable discussions

**10:30am**

Coffee Break

**10:00am**

## **Session 3: Regional Collaboration and Co-operation**

Speakers:

Sid Hart, MD Asia Pacific Post Cooperative  
Lee Hon Chew, Singpost  
Thapanee Amarinrat, UPU Regional Expert  
Carl Schelfhaut, Regional Head Asia Pacific, DHL Group, "Need for collaboration on ESG matters"



# APPU POSTAL BUSINESS FORUM

22.11.2023 | 09:00 AM- 05:00PM

**12:00pm**

APPU member panellists:  
Roundtable discussions

**12:30pm**

Lunch and Networking

## **Innovation and Start-up Event**

**01:30pm**

Part 1:  
Panel discussion: Changing market needs, technical developments, and the challenges which we need to address followed by a showcase of startups

**02:50pm**

Coffee Break

**03:20pm**

Part 2:  
Panel discussion: The role of startups in the postal and parcel ecosystem and engagement models which have proven successful followed by a showcase of startups

**04:45pm**

Summary and Conclusion of the Forum

**End of the 2023 APPU Postal Business Forum**