



The CPU at 25: Evolving for Economic Sustainability

Post and Telecommunications Department (Jamaica Post) hosts the 25th Annual Caribbean Postal Union (CPU) Conference and the 19th Caribbean Council of Ministers of Postal Affairs (CCMPA) Meeting

The 25th Annual Caribbean Postal Union (CPU) Conference and the 19th Caribbean Council of Ministers of Postal Affairs (CCMPA) Meeting took place September 11 - 15, 2023 at the Post and Telecommunications Department (Jamaica Post) Central Sorting Office location in Kingston under the theme, "The CPU at 25: Evolving for Economic Sustainability". The hosting of the 25th CPU Conference and the 19th CCMPA Meeting marked a historic milestone for both the Post and Telecommunications Department (Jamaica Post), as well as Jamaica, as this was the first time the events were being hosted in Jamaica. In his opening remarks and welcome, Postmaster-General and CEO, Mr. Lincoln Allen, noted that "the hosting of these events indicates our commitment to further strengthen existing relationships with our Caribbean counterparts, as well as demonstrates our support for regional and international partnerships, that is, with the CPU and the Universal Postal Union (UPU)."



Delegates that were present at the CPU/ CCMPA Opening Ceremony

The events were well supported by several Ministers with responsibility for Postal Affairs, Permanent Secretaries, Postmasters-General within CARICOM, and a mix of regional and international Postal officials with responsibility for Post. The 19th CCMPA Meeting was chaired by Senator Dr. the Honourable Dana Morris Dixon, Minister without Portfolio in the Office of the Prime Minister (Jamaica), one of the eight (8) Ministers in attendance. Present also at the 25th CPU Conference, were four (4) Permanent Secretaries, and fourteen (14) Postmasters-General from various countries to include Barbados, Bahamas, Bermuda, Cayman Islands, Dominica, Grenada, Guyana, Monserrat, St. Vincent and the Grenadines, Turks and Caicos Islands, Trinidad and Tobago, St. Kitts and Nevis, among other regional states.

The week of activities examined the achievements of the CPU and Postal Administrations across the region, challenges, including the difficulty to move mail regionally and internationally, as well as the progress made by the regional Post, to include Jamaica, since various jurisdictions had adopted and commenced the implementation of the fifteen (15) recommendations approved at the 18th CCMPA Meeting, aimed to revise current business models to enable economic viability. "Once these fifteen (15) recommendations are fully implemented, Jamaica Post will be transformed into a more modern, technology-driven, efficient, competitive organization, which will further integrate the entity into the economic landscape of Jamaica," said the Postmaster-General and CEO.

In addition, the Ministers present at 19th CCMPA Meeting were asked to discuss and approve several recommendations from 25th CPU Conference advanced by the Postmasters-General across the Regions, which are intended to bolster efforts to enable the modernization and viability of Postal Administrations in CARICOM in the near future. These recommendations included:

- 1. The strengthening of CPU’s capacity, on a phased basis, to create greater value and services. The proposed organisational changes to the CPU are aimed at increasing efficiency and effectiveness, as well as providing better technical, and other support, to Postal Administrations
- 2. A more active role by the Management Board in the operations of the CPU
- 3. The establishment of Task Forces and Technical Committees to better support and provide solutions to challenges that confront regional Posts.

The Jamaica Postmaster-General and CEO expressed his optimism saying, “the outcome of these events, in particular, solutions to improve airlift capacity in several Caribbean countries, will enable greater efficiency in the movement of mail throughout the Region and increased global access. He added that “critical to these discussions and efforts to modernize the Postal Service, is the strengthening of existing relationships and the forging of new partnerships with key stakeholders.



Mr. Lincoln Allen, JP, Postmaster-General, Post and Telecommunications Department (Jamaica Post)



Ms. Clare Seraphin-Wallace, Postmaster-General, Dominica Postal Service and Secretary General, Caribbean Postal Union

In keeping with the theme for both events, Mrs. Clare Seraphin-Wallace, Postmaster-General, Dominica Postal Service and Secretary General, Caribbean Postal Union remarked that Posts are to work to become more sustainable, efficient and effective. To achieve this, Mrs. Seraphin-Wallace stated that “ the Post can no longer remain frozen in our former uses, limiting ourselves to only parcels and letters.” The Secretary-General added that the “Post must reinvent themselves by offering products and services that people want and need... and we must seize the immense opportunities, all around, offered by new technology as well digital and financial services.” Mrs. Seraphin-Wallace also explained that “Economic Sustainability means that, going forward, we must all strive to consistently undertake initiatives that will create long-term economic growth – for our Posts and our country's economy.” However, in order to make this transition, "we must work toward zero emissions, sustainable procurement, workplace safety, minimizing energy consumption, renewable energy, continuous energy, data protection and more initiatives that leverage new technology as well as explore public-private partnerships.”

In addition, during her keynote address at the Opening Ceremony for both events, Senator Dr. the Honourable Dana Morris Dixon stated that “creating a sustainable post office is not only a crucial step towards modernisation, but also a commitment to environmental responsibility and long-term economic viability. However, in order to achieve this, a multifaceted approach that encompasses technological advancements, operational efficiency, community engagement, renewable practices, and strategic partnerships is essential." The Honourable Minister also noted that digital transformation and partnerships are critical to the sustainability and effectiveness of the Post, which will impact its ability to provide advanced tracking systems, automated processing and enhancements driven by data and more efficient operations. Further, "strategic partnerships are key to sustaining the post office's relevance. Collaborating with e-commerce platforms, logistics companies, and other stakeholders can open avenues for innovation and growth. Leveraging shared resources, technology, and expertise can create synergies that lead to cost savings and expanded services, ultimately ensuring the post office remains a vital player in the modern digital economy," the Minister added.



Senator the Honourable Dr. Dana Morris Dixon, Minister without Portfolio, Office of the Prime Minister (Jamaica)

The 25th Annual Caribbean Postal Union (CPU) Conference and the 19th Caribbean Council of Ministers of Postal Affairs (CCMPA) Meeting successfully achieved the objectives, as all the recommendations advanced were approved for adoption and implementation by the CPU, and Regional Postal Administrations, as well as solutions proposed for several issues that were identified and discussed. The outcome of both events will see a further strengthening of the Caribbean’s position and role in the international logistics space, as well as an increases in the competitiveness and resilience within the global postal industry.