

# **3<sup>rd</sup> Annual EACO Post & Logistics Forum (EPLF 3)**

## **Management Report 2024**



Communications for all in East Africa

**Host**



**Official Organizer**



*3<sup>rd</sup> Annual Conference*

**16<sup>th</sup> – 18<sup>th</sup> September 2024**

**Donatus Conference Centre**

**Bujumbura, BURUNDI**

Official Opening



**Dr S. Muhizi**  
DG: ARCT  
Burundi



**Mr. M Osvald,**  
DDG, UPU



**Dr CS Moyo,**  
SG PAPU

Facilitators



**Mr. M. Mathibe**  
JMAT



**Mr. D. Osborn**  
Whatnext4u

PMGs/DGs/CEOs/MD



**Mr. P. Munyeshongore**  
PMG: Burundi Post



**Mr J. Tonui**  
PMG/CEO: Kenya Post



**Mr. C. Kayitare**  
DG: Rwanda Post



**Rev. Francis Apaya. ELIA**  
South Sudan Post



**Mr. M. Mbodo**  
PMG: Tanzania Post



**Mr. J. Arinaitwe**  
Uganda Post



**Dr A. Simba**  
Executive Secretary: EACO



**Mr. A. Sinarinzi**  
Liaison Manager



**Ms. E Mukarukundo**  
Admin. Assistant

Sponsors



EAC Designated Operators (DOs)



## TABLE OF CONTENTS

PARAGRAPH	SUBJECT	PAGE NUMBER
1.	Introduction	3
2.	Conference Organizers	3
3.	Venue	3
4.	Purpose of the EACO Post & Logistics Forum within the East Africa Community	3
5.	What constitutes a successful EPLF	3
6.	Management of the event	7
7.	Attendance of the EPLF Conference	7
8.	Conference format	14
9.	Financial support	15
10.	Conclusion	16
11.	Key EPLF Recommendations	16

## 1. INTRODUCTION

This is the report reflecting the outcome of the **3<sup>rd</sup> Annual EACO Post & Logistics Forum (EPLF) conference 2024**. The report is done for management purposes and for sharing with primary stakeholders. The report outlines the assessment of a successful EPLF Conference including roles played by all stakeholders and comments from participants.

## 2. CONFERENCE ORGANIZERS

The EPLF Conference was organized by the three main stakeholders, which are:

- EACO Secretariat,
- Burundi Post (RNP), and
- JMAT Business Advisory Services (the official organizer).

## 3. VENUE:

Donatus Conference Centre  
J922+PMM,  
Bujumbura, Burundi

## 4. PURPOSE OF THE EACO POST & LOGISTICS FORUM (EPLF) WITHIN THE EAST AFRICA COMMUNITY

The EACO Post & Logistics Forum was established for Designated Postal Operators for the purpose to:

- o **Benchmark** with colleagues facing the same challenges.
- o Share ideas and **best practice** – learning from each other.
- o Be updated on **current and future trends** and latest technologies in the industry across the world.
- o **Networking**, fun and building connections between people; and
- o Raise **the profile of the postal industry** with a wider audience.

## 5. WHAT CONSTITUTES A SUCCESSFUL EPLF

The Forum is an annual event that should be effective and efficient in meeting its targets. The success of this Forum has been measured by delegates using the following measurements:

- o Speaker line up;
- o Programme context;
- o Networking by Delegates
- o Event organization; and

- o Venue.

We believe that this report must give us a measure of whether the Forum is a success organizationally and content wise. We are aiming for this Forum to grow from strength to strength.

A successful EACO Post & Logistics Forum can be measured by the following criteria:

#### **Strategic Objectives:**

- a) Enhanced regional integration and cooperation.
- b) Improved logistics efficiency and competitiveness.
- c) Increased innovation and technology adoption.
- d) Promoted sustainable and inclusive growth.

#### **Key Performance Indicators (KPIs):**

- a) Membership growth and engagement.
- b) Forum attendance and participation.
- c) Number of strategic partnerships.
- d) Regional logistics performance metrics (e.g., transit times, cargo volumes).
- e) Stakeholder satisfaction.

#### **Operational Success:**

- a) Effective governance and leadership.
- b) Efficient secretariat operations.
- c) Well-organized forums and events.
- d) Strong financial management.

The table below shows the evaluation of the 1<sup>st</sup> Annual EPLF, including comments from some delegates:

CATEGORY	Very Good	Good	Fair	Poor
<b>Speaker line up</b>	72%	28%	0%	0%
<b>Programme context</b>	82%	18%	0%	0%
<b>Networking</b>	62%	25%	9%	4%
<b>Event organization</b>	87%	13%	0%	0%
<b>Venue</b>	59%	41%	0%	0%
<b>TOTAL (Av.)</b>	<b>72%</b>	<b>25%</b>	<b>-</b>	<b>-</b>

## 1. How was the conference (feedback from participants)?

- The event was nice and one of the best conferences organized by EACO in terms of discussions– **Rogasiand Felix Andrea, A/Director for Postal & Courier serv, Regulatory, South Sudan.**
- The conference was well organized and was fit for purpose - **Charles Arinaitwe, Senior Postal Services, Uganda.**
- Everything was good for the forum. They respected the timing, and the program prepared - **Ndayisaba Phenias, Internal Auditor, Burundi.**
- The conference was pretty good and well organized and good participation. The second day was amazing - **Sandrine Mupfasoni, Legal Dept., Burundi.**
- The conference was wonderful, and presentations receive all the honour. We did not even notice time - **Elysee' Nampaganitse, Chief de service, Recouvrement RNP, Burundi.**
- Learnt a of things about ecommerce, logistics and regulations - **Nshimirimana Wleasar, Chief se Service Courier, Burundi**
- The conference was well prepared. The topics were enriching - **Tvyikunde Nadine, Chief of Service VCO, Burundi.**
- The conference was nicely organized. Good presentations and exchanges - **Ntiradipeba Gaspard, Director General, Burundi.**

### ○ Summary of the French evaluation forms

They regret the technical problems which affected the translation and the opening ceremony on day 1. They suggest that Posts and presenters attend physically and to increase the time allocated to presentations. They say if presenters attend physically, there is a chance to interact with them after the presentations. Suggestion that EACO countries be represented at least by 4 delegates in the forum et each EACO country to be allocated time to share its projects and experience.

The delegates expressed high levels of satisfaction with the conference, citing its organization, relevance, and productivity.

### Key Highlights:

- a) Well-organized and structured program.
- b) Relevant and informative presentations.
- c) Valuable networking opportunities.
- d) Fruitful discussions and knowledge sharing.

### Recommendations for Future Improvement:

- a) Increase interaction and Q&A sessions.



- b) Include more case studies and practical examples.
- c) Expand exhibition and sponsorship opportunities.
- d) Consider a mobile app for conference materials.

#### **Conference Statistics:**

- a) **Attendance:** 90 delegates.
- b) **EACO Countries represented:** 6.
- c) **Presentations:** 18.
- d) **Panel discussions:** 2.
- e) **Sponsor:** 1.

#### **Post-Conference Survey Results:**

- a) **97%** of delegates rated the conference as "excellent" (**72%**) and "good" (**25%**).
- b) **85%** reported learning something new.
- c) **80%** indicated they would attend future conferences.

## **2. What would you like changed for future events?**

- o Improve power supply,
- o Provide enough stationery,
- o Sometimes network was not good.
- o Improve online participation.
- o Physical presence of PMGs.

#### **Delegate Concerns and Recommendations**

##### **Infrastructure and Logistics**

- a) **Strength of power supply:** Delegates experienced power outages and fluctuations, disrupting presentations and networking.
- b) **Weak network connectivity:** Delegates faced difficulties with internet access, hindering communication and information sharing.

##### **PMG Attendance**

- a) **Physical attendance:** Delegates requested that Postmasters General (PMGs) or designated representatives physically attend future conferences to:
  - o Enhance decision-making and policy discussions.
  - o Foster stronger relationships and collaboration.
  - o Provide strategic guidance and oversight.

The statistics above confirm that a wide range of respondents are very supportive of the forum and its main objectives (as reflected by the scores of the first 2 metrics). This is very encouraging and bodes well for future forums.

It is however important to note that one can surmise that the lack of attendance by some senior executives is of concern to lower-level staff and could result in a reluctance to attend future forums.

Again, it cannot be over-emphasized that the Forum is designed to bring key decision makers together to test new ideas regarding the development and the growth of the sector. These ideas both drive the innovation by suppliers (who are our sponsors) and provide a platform to test their own innovations with these key decision makers with respect to the efficacy of such innovations.

## 6. MANAGEMENT OF THE EVENT

- a. This management structure enables the EACO Post & Logistics Forum to effectively coordinate regional postal and logistics development, drive industry growth, and facilitate collaboration among postal operators in East Africa.
- b. The **3<sup>rd</sup> Annual EPLF Conference** was jointly managed with JMAT Business Advisory Services. The Secretariat of EACO plays a significant role in mobilising operators to attend the Forum.
- c. The Annual event, going forward, will continue to be marketed more to raise its profile on social networks and media. The success of the Forum and its strategic marketing will grow it to be a recognized global event, if correctly managed, which is in line with the stated goal of “Raising the profile of the postal industry with a wider audience”.

## 7. ATTENDANCE OF THE EPLF CONFERENCE

The table below gives delegates' numbers per member country and partners to show the level of response:

No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
1	BRIAN MWANSA	CRASA	BOTSWANA
2	ALICE NDIHOKUBWAYO	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI



<b>No</b>	<b>NAME</b>	<b>INSTITUTION / ORGANIZATION</b>	<b>COUNTRY</b>
3	AMB. DIEUDONNE NDABARUSHIMANA	DIRECTOR OF INTEGRATION MAECD	BURUNDI
4	ANITHA NDIKUMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
5	ANITHA NDIKUMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
6	AUGUSTIN NKENGURUTSE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
7	BELYSE AKIMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
8	BERNARD NIYONISHIMIYE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
9	BLAISE PASCAL NDUWAYO	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
10	DENIS SABIYUMVA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
11	DEO HATUNGIMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
12	DR SAMUEL MUHIZI	DG AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
13	EDMOND NIYUKURI	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
14	ELIAS AHIMBONEYE	MINCOTIM	BURUNDI
15	ELYSEE NIMPAGARITSE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI

No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
16	EMMANUEL MISAGO	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
17	FERDINAND MANIRAKIZA	PERMANENT SECRETARY MINISTRY OF ICT	BURUNDI
18	FRANCIS CUBAHIRO	MINISTRY OF ICT	BURUNDI
19	GASPARD HAJAYANDI	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
20	GASPARD NTIRAMPEBA	AG DG POST POST	BURUNDI
21	GILBERT NGENDABANKA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
22	HAYA TECH BURUNDI	HAYA TECH BURUNDI	BURUNDI
23	NDAYIRAGIJE JUVENAL	DG CIEP REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
24	IRAKOZE BIENVENUE	SECRETAIRE EXECUTIF SETIC	BURUNDI
25	JAPHET NGENDAKUMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
26	JEAN BOSCO NDUWIMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
27	JOSIANE NSHIMIRIMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
28	KAMARIYAGWE JOY	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI

No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
29	KAMWENUBUSA LOUIS	DG PRESS	BURUNDI
30	MANIRAKIZA NOELLA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
31	ALEXIS KUBWIMANA	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
32	ELÉAZAR NSHIMIRIMANA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
33	HAKIZIMANA RENOVAT	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
34	HITUL KHETIA	COMMERCE DIRECTOR, ETS N KHETIA	BURUNDI
35	MAJAMBERE LASARE	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
36	MUHEZAGIRO DIMITRI TRESOR	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
37	NGENDABANKA GILBERT	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
38	NTAHONDI JEAN CHRISTIAN	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
39	DIANE NDAYISABA	AGENCE DE REGULATION ET DE CONTROLE DES	BURUNDI

No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
		TELECOMMUNICATIONS (ARCT)	
40	HARERIMANA MEDIATRICE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
41	MUNEZERO ANTOINETTE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
42	NDAYIRAGIJE FRANCINE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
43	MUNDANIKURE JEAN MARIE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
44	NAHIMANA HERMALAS	DIRECTOR OF FINANCE/ARCT	BURUNDI
45	NDAYISHIMIYE ELIANE	AGENCE DE REGULATION ET DE CONTROLE DES TELECOMMUNICATIONS (ARCT)	BURUNDI
46	NDAYIZEYE FAUSTIN	DG RTNB	BURUNDI
47	NDERABAKURA JANVIER	MINICOTIM	BURUNDI
48	NDIKUMANA FABIOLA	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
49	NGUBAGUBA JEAN BOSCO	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
50	NICOLAS BARAJINGWA	DG ABP REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
51	NIFASHA BERNARD	MINICOTIM	BURUNDI
52	NIYOYITUNGIRA ELIANE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI

<b>No</b>	<b>NAME</b>	<b>INSTITUTION / ORGANIZATION</b>	<b>COUNTRY</b>
53	NIYUHIRE SIXTE	DG, ONATEL	BURUNDI
54	NIYUKURI EDMOND	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
55	NZAMBIMANA SYLVAIN	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
56	NZOHABONAYO OSCAR	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
57	OLIVIER NDAYISHIMIYE	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
58	SANDRINE MUPFASONI	REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
59	SOLANGE MURERWA	DAF/ REGIE NATIONAL DES POSTES BURUNDI	BURUNDI
60	AMADOU AMADOU	UPU	GENEVA
61	FREDRICK OMAMO	UPU	GENEVA
62	FLORIAN SEIKEL	LOGISTIVE NATIVE	GERMANY
63	TORALF SCHNEIDER	LOGISTIVE NATIVE	GERMANY
64	JOLLY SOGOMO	COMMUNICATIONS AUTHORITY OF KENYA (CA)	KENYA
65	MICHIEL VANMEERWIJK	BUSINESS DEVELOPMENT MANAGER/ PRIME	NETHERLAND
66	CYPRIEN BOPE	ARPTC	RDC
67	EDISON KAKULE	SCPT, CONGO	RDC
68	LUTA ELIE	SCPT, CONGO	RDC

No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
69	PAUL BEYA	SCPT, CONGO	RDC
70	ALASTAIR TEMPEST	CEO E-COMMERCE FEDERAL OF SOUTH AFRICA	RSA
71	JANRAS SERAME KOTSI	SAPOA	RSA
72	MATHIBE JOSEPH MOLEFE	JMAT BUSINESS ADVISORY SERVICES	RSA
73	MOGOMOTSI TEBAKAE	CHAIR OF QOS, SOUTH AFRICA	RSA
74	DR ALLY SIMBA	EAST AFRICAN COMMUNICATIONS ORGANIZATION (EACO)	RWANDA
75	ALEXIS SINARINZI	EAST AFRICAN COMMUNICATIONS ORGANIZATION (EACO)	RWANDA
76	JUSTIN RUGONDIHENE	RWANDA UTILITIES REGULATORY AUTHORITY(RURA)	RWANDA
77	ELIANE MUKARUKUNDO	EAST AFRICAN COMMUNICATIONS ORGANIZATION (EACO)	RWANDA
78	INGABIRE DIANE	RWANDA NATIONAL POSTS OFFICE	RWANDA
79	TWAHIR MOHAMED	MPOST	RWANDA
80	MR ROGASIANO ANDREA	NATIONAL COMMUNICATIONS AUTHORITY (NCA)	SOUTH SUDAN
81	ABDULRAHMAN MILLAS ISSA	TANZANIA COMMUNICATIONS REGULATORY AUTHORITY (TCRA)	TANZANIA



No	NAME	INSTITUTION / ORGANIZATION	COUNTRY
82	FERDINAND CHRISTIAN KABYEMELA	TANZANIA POSTS CORPORATION (TPC)	TANZANIA
83	NATHAN MKANDAWIRE	HEAD OPERATIONS & TECHNOLOGY, PAPU	TANZANIA
84	AKONGO JOSEPHINE	UGANDA COMMUNICATIONS COMMISSION	UGANDA
85	DIANA KYARIKUNDA	POSTA UGANDA LIMITED	UGANDA
86	KETTY MBABAZI	POSTA UGANDA LIMITED	UGANDA
87	CHARLES ARINAITWE	UGANDA COMMUNICATIONS COMMISSION UGANDA (UCC)	UGANDA
88	DARAUS MUHWEZI	UGANDA POST LIMITED	UGANDA
89	DEREK OSBORN	BUSINESS COACH WHATNEXT4U	UK
90	CRAIG STRICKLAND	CSO, BOXC	USA

The total number of attendees (Delegates and partners) was **90** against the target of **100**. A lot of effort must be put in place to encourage DPOs to attend in large numbers.

The attendance numbers were, however, generally good considering that this is the third event of its kind in the East Africa region.

## 8. CONFERENCE FORMAT

The three-day conference comprised three main sessions, and those are the Official Opening of the conference, Technology Day with presentations by Solution providers and the Strategy Day with expert speakers per item.

The conference was structured to foster discussion between participants around the core theme “*Navigating the future of Post & Logistics in East Africa*” that was supported by presentations from suppliers and DOs

[https://drive.google.com/drive/folders/1Zy5jte19ssvNaTNhM7R-BXWypnPDXe4k?usp=drive\\_link](https://drive.google.com/drive/folders/1Zy5jte19ssvNaTNhM7R-BXWypnPDXe4k?usp=drive_link)) This was achieved through presentations and roundtable discussions with panelists from different backgrounds. Presentations were shared with EACO Secretariat for sharing with its members through any medium they see fit. Each day of the conference also allotted one hour for lunch, 30 minutes for morning and afternoon tea to allow participants to continue networking.

## **9. FINANCIAL SUPPORT:**

The level of financial support for this event was seriously challenged. Among the reasons are the following (some mentioned by sponsors while others can be inferred):

- Tough economic conditions that have resulted in smaller marketing budgets,
- Some sponsors had already sponsored some events,
- The regional (East Africa) sponsors, while happy to accept business from the posts, did not see value in sponsoring,
- Some potential regional sponsors seemed not to know enough about business relationships with designated postal operators, and
- Some sponsors, who participated previously, felt that the operators were not engaging them to discuss future business relationships.

Based on the above points, there is a need to make some changes to our approach to attract sponsors to the next event, including the following:

- Indicate commitment to actively engage sponsors about their products/services,
- Obtaining a very early and firm confirmation that senior executive will attend the Forum so that this message can be communicated to potential sponsors/partners.
- A firm commitment from executives, especially CEOs/PMGs/DGs, that they will communicate with and engage sponsors at the Forum and thereafter.,
- Confirming a date and venue as early as possible to enable proper planning, and
- The host country should take a lead in negotiating with local sponsor, with JMAT providing support (including explaining rationale and benefits of sponsoring the event).

We wish to express our profound gratitude to our primary sponsor, namely the RNP of Burundi as well as the other supporting sponsors. Without their support, the conference would not have been a success.

## 10. CONCLUSION:

Again, as was the case with the first event, the enthusiastic participation of delegates at the EPLF 2024 has conclusively shown the need for and importance of such a forum for the region. Whilst again celebrating this, it is however important to reiterate the following critical factors as we build this knowledge forum:

- CEOs/PMGs/DGs and delegates should make a commitment to attend no later than three months before the date of the Forum (ideally, they should do so once the invites are received) because this is a key selling point for sponsorship.
- It is also important for the sponsors that are promoting new products and ideas to present to as wide a **group of Executives as possible**, so that they can feel that they are getting value for participating in the Forum; and
- Additionally, operators must commit to engaging with sponsors to explore possibility of implementing proposed solutions.

## 11. KEY EPLF RECOMMENDATIONS:

- To promote partnerships between Postal operators and suppliers/postal services providers.
- To promote innovation in providing and delivering postal & couriers services.
- To focus on staff capacity building as learning must be continuous and permanent.
- To digitalize postal services.
- To harmonize legal and regulatory frameworks in the members countries, where not yet done.
- Government to support in providing key infrastructures for delivering postal & couriers services.
- Regulators to support postal operators to make successful the universal service obligations (USO).