

4th Annual EACO Post & Logistics Forum (EPLF 4)

Management Report 2025



Communications for all in East Africa

Host



Official Organizer



4th Annual Conference

15th – 17th October 2025

Kampala Sheraton Hotel

Kampala, UGANDA

Official Opening



Hon. George William Nyombi Thembo
 Executive Director
 Uganda Communications



Mr. M Osvald,
 Dep. DG
 UPU



Dr CS Moyo,
 Secretary General
 PAPU

Facilitators



Mr. M. Mathibe
 JMAT



Mr. D. Osborn
 Whatnext4u

PMGs/DGs/CEOs/MD



Mr. M. Nzobonankira
 DG. 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
 MD, Uganda Post

EACO Secretariat



Ms. Caroline Koech
 Executive Director:



Mr. A. Sinarinzi
 Liaison Manager



Ms. E Mukarukundo
 IRO

Sponsors



EAC Designated Operators (DOs)



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1. INTRODUCTION

This is the report reflecting the outcome of the **4th Annual EACO Post & Logistics Forum (EPLF4) conference 2025**. The report is done for management purposes and for sharing with primary stakeholders. The report outlines the assessment of the fourth EPLF conference including roles played by all stakeholders.

2. CONFERENCE ORGANIZERS

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

- EACO Secretariat,
- Uganda Communications Authority (UCC),
- Uganda Post, and
- JMAT Business Advisory Services (the official organizer).

3. VENUE

Sheraton Kampala Hotel,
Ternan Ave,
Kampala, Uganda

4. EXECUTIVE SUMMARY

1.1. Conference Theme:

Elevating Excellence: Enhancing Post & Logistics for Customer and Supplier Satisfaction.

1.2. Objectives:

- To bring together stakeholders in the postal and logistics industry to share knowledge, experiences, and best practices.
- To discuss and explore innovative solutions to challenges facing the industry.
- To promote collaboration and partnership among industry players, policymakers, and regulators.
- To provide a platform for showcasing new technologies and innovations in the postal and logistics sector.

1.3. Outcomes:

- Insights and recommendations on leveraging technology to improve efficiency, quality, and accessibility of postal and logistics services.
- Identification of opportunities for collaboration and partnership among industry stakeholders.
- Knowledge sharing on best practices and innovative solutions in the postal and logistics sector.
- A platform for networking and business opportunities among industry players, policymakers, and regulators.

The EPLF 4 conference featured keynote addresses, panel discussions and solutions/product presentations by sponsors, providing a comprehensive overview of the industry's current state and future directions.

1.4. Key Highlights:

- **Digitalization and Innovation:** Discussions on leveraging digital technologies, and the Internet of Things (IoT), to enhance efficiency, security, and customer experience in postal and logistics services.
- **Sustainability and Environmental Impact:** Focus on sustainable practices, reducing carbon footprint, and promoting eco-friendly logistics solutions.
- **Regional Integration and Trade Facilitation:** Emphasis on enhancing regional integration and trade facilitation through improved cross-border logistics, harmonized regulations, and streamlined customs procedures.
- **Customer-Centric Services:** Importance of customer-centric approaches, including personalized services, real-time tracking, and improved communication.

1.5. Key Takeaways:

- **Collaboration and Partnerships:** The need for industry stakeholders to collaborate and form partnerships to drive innovation, improve efficiency, and enhance sustainability.
- **Investment in Digital Infrastructure:** The importance of investing in digital infrastructure, such as data analytics and IoT, to enhance operational efficiency and customer experience.
- **Regulatory Frameworks:** The need for supportive regulatory frameworks that promote innovation, competition, and sustainability in the postal and logistics sector.

- **Capacity Building and Training:** The importance of capacity building and training programs to develop skills and expertise in the postal and logistics industry.

5. CONFERENCE OVERVIEW

The 4th Annual EACO Post & Logistics Forum (EPLF4) is a premier event for the postal and logistics industry in East Africa. Organized by the East African Communications Organization (EACO), EPLF4 brings together industry stakeholders, policymakers, regulators, and experts to share knowledge, experiences, and best practices.

2.1. EPLF4 provides a platform for:

- Discussing key issues and challenges facing the industry.
- Exploring innovative solutions and technologies.
- Fostering partnerships and collaborations.
- Shaping the future of postal and logistics services in East Africa.

2.2. The forum's significance lies in its ability to:

- Influence policy and regulatory frameworks.
- Drive innovation and digitalization.
- Enhance regional integration and trade facilitation.
- Promote sustainable and efficient logistics practices.

2.3. By attending EPLF4, participants enjoy the following:

- Network with industry leaders and experts.
- Stay updated on industry trends and developments.
- Share knowledge and experiences.
- Explore business opportunities and partnerships.

6. KEYNOTE ADDRESSES AND PANEL DISCUSSIONS

3.1. Keynote Addresses:

- **Industry Leaders' Insights:** Thought-provoking presentations from industry leaders on trends, challenges, and opportunities in the postal and logistics sector.
- **Digital Transformation:** Discussions on leveraging digital technologies to enhance customer experience, improve operational efficiency, and drive innovation.

- **Sustainability and Environmental Responsibility:** Keynotes on sustainable practices, reducing carbon footprint, and promoting eco-friendly logistics solutions.

3.2. Panel Discussions:

- **Enhancing Customer Experience:** Panelists discussed strategies for improving customer satisfaction, including personalized services, real-time tracking, and effective communication.
- **Supply Chain Resilience:** Experts shared insights on building resilient supply chains, mitigating risks, and ensuring business continuity.
- **Innovation and Technology:** Discussions on emerging technologies, such as logistics solutions, and IoT, and their potential applications in the postal and logistics sector.
- **Regulatory Frameworks:** Panelists explored the role of regulatory frameworks in promoting innovation, competition, and sustainability in the industry.

3.3. Key Takeaways:

- **Customer-Centric Approach:** The importance of prioritizing customer needs and expectations to drive satisfaction and loyalty.
- **Collaboration and Partnerships:** The need for industry stakeholders to collaborate and form partnerships to drive innovation and improve efficiency.
- **Embracing Digitalization:** The potential of digital technologies to transform the postal and logistics sector and improve customer experience.
- **Sustainability and Responsibility:** The growing importance of sustainable practices and environmental responsibility in the industry.

7. EXHIBITION AND PARTNERSHIP OPPORTUNITIES

4.1. Partnerships and Collaborations:

- **Avalara Logistics:** EPLF4 witnessed the presentation of a strategic partnership between Avalara Logistics and Postal Operators in East Africa to enhance logistics and shipping capabilities, leveraging Avalara's expertise in tax compliance and logistics solutions.
- **Software Group:** EPLF4 witnessed the presentation of a strategic partnership between Software Group and Postal Operators to develop innovative solutions for the postal and logistics industry, focusing on digitalization, automation, and process optimization.

- **BoxC:** BoxC announced a partnership with E-commerce Platforms to provide seamless last-mile delivery solutions, enhancing customer experience and reducing delivery times.

4.2. Key Outcomes:

- **Enhanced Logistics Capabilities:** Partnerships aiming to improve logistics efficiency, reduce costs, and enhance customer satisfaction.
- **Innovative Solutions:** The collaborations will drive innovation in the postal and logistics sector, leveraging cutting-edge technologies and expertise.
- **Increased Efficiency:** By leveraging each other's strengths, the partners aim to streamline processes, reduce errors, and improve overall efficiency.

8. KEY TAKEAWAYS AND RECOMMENDATIONS

5.1. Key Takeaways:

- **Digitalization is key:** Leveraging digital technologies is crucial for postal and logistics operators to remain competitive, sustainable, and meet evolving customer demands.
- **Customer experience matters:** Prioritizing customer experience and satisfaction is essential for building loyalty and driving business growth.
- **Collaboration and partnerships:** Industry stakeholders must collaborate and form partnerships to drive innovation, improve efficiency, and enhance sustainability.
- **Sustainability and environmental responsibility:** The industry must prioritize sustainable practices and reduce its environmental footprint.

5.2. Recommendations:

- **Invest in digital infrastructure:** Postal and logistics operators should invest in digital technologies, such as data analytics, AI, and IoT, to enhance operational efficiency and customer experience.
- **Develop customer-centric strategies:** Operators should prioritize customer needs and expectations, and develop strategies to improve customer satisfaction and loyalty through improvements in efficiency.
- **Foster industry collaboration:** Industry stakeholders should collaborate and form partnerships to drive innovation, share best practices, and address common challenges.
- **Prioritize sustainability:** Operators should prioritize sustainable practices, reduce their environmental footprint, and promote eco-friendly logistics solutions.

5.3. Future Directions:

- **Embracing emerging technologies:** The industry should continue to explore and adopt emerging technologies, such as blockchain and autonomous vehicles, to drive innovation and efficiency.
- **Enhancing regional integration:** Industry stakeholders should work towards enhancing regional integration and trade facilitation, reducing barriers and improving logistics efficiency.
- **Developing skills and expertise:** The industry should prioritize developing skills and expertise, particularly in areas such as digitalization, data analytics, and sustainability.

These key takeaways and recommendations provide a roadmap for the postal and logistics industry to drive innovation, improve efficiency, and enhance customer satisfaction.

The table below shows the evaluation of the 4th Annual EPLF, including comments from some delegates:

CATEGORY	Very Good	Good	Fair	Poor
Speaker line up	68%	31%	2%	0%
Programme context	58%	37%	5%	0%
Networking	48%	44%	8%	0%
Event organization	65%	32%	3%	0%
Venue	66%	31%	3%	0%
TOTAL (Av.)	61%	35%	4,2%	0

Based on the statistics of the evaluation of the EPLF 4 conference, it is clear that the forum has received strong support from a wide range of respondents, which is reflected in the scores. This is indeed very encouraging and bodes well for future forums.

The following is a sample of comments from delegates:

- **K. Berth - Uganda** – Found the conference very interesting. It was a good learning experience from the different presentations provided. Also got a chance to interact with the different delegates from different countries and service industries who showed the way they conduct their business'
- **Dr L. Mathya – S. Sudan** – 'It was quite engaging and quite some volume of knowledge being shared and distributed for free'.
- **S. Hatungimana – Burundi** – 'The conference was very interesting with clear and good presentations.

- **P. Kerretts-Kemei – Kenya** – ‘Excellent organisation and conference; fruitful deliberations and engagement; insightful presentations with diverse speakers; key learnings and success stories on Posts in the sector’.
- **T. Steinke – USA** – ‘The conference was good with good content. The DGs were open for sharing and collaboration with everyone. The hotel and food was nice. Overall, very happy with the event’.

However, the low participation of CEOs/PMGs (Chief Executive Officers/Postmaster Generals) is a concern that warrants attention. To address this issue, concerted efforts are needed to encourage greater participation from these key stakeholders in future forums.

Some possible steps to address this concern could include:

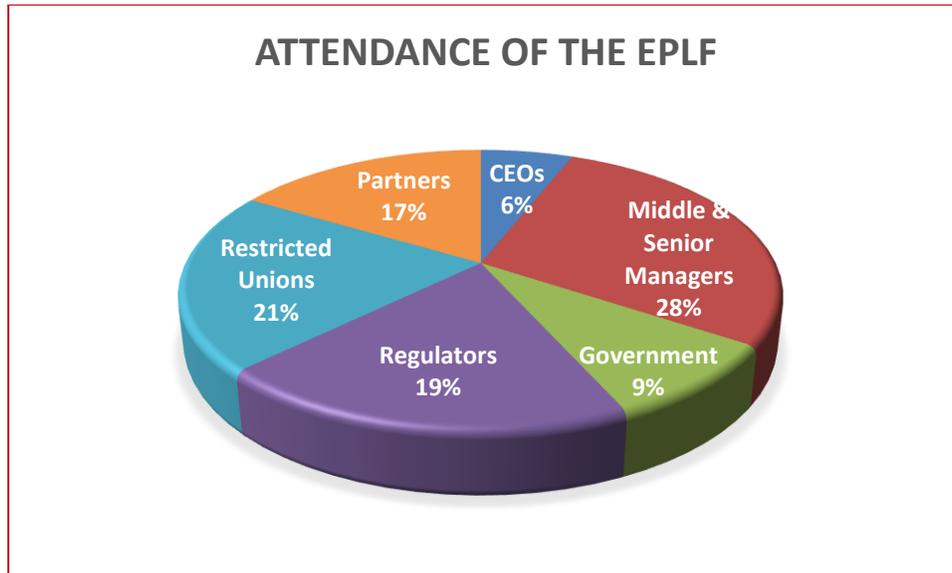
- **Personalized invitations:** Extending personalized invitations to CEOs/PMGs, highlighting the importance and relevance of the forum, and emphasizing the benefits of their participation.
- **Strategic programming:** Ensuring that the conference program is strategically designed to address the interests and concerns of CEOs/PMGs, including topics that are relevant to their roles and responsibilities.
- **Networking opportunities:** Providing opportunities for CEOs/PMGs to network with their peers and other stakeholders, which can help to build relationships and foster collaboration.
- **Follow-up and feedback:** Following up with CEOs/PMGs who are unable to attend, to gather feedback and understand their reasons for not participating, and using this feedback to improve future forums.
- **Formation of a Postal CEO/PMG/DG structure:** A formal structure consisting of Postal leaders focusing on post-specific issues could be explored. This would hopefully encourage ‘ownership’ of the Forum and improve participation and attendance.

By taking these steps, it is hoped that the participation of CEOs/PMGs in future EPLF forums can be increased, which will help to further enhance the success and impact of the conference.

9. ATTENDANCE OF THE EPLF CONFERENCE

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

1. EACO MEMBER STATE				
Country	Designated Postal Operator (DO)	National Regulatory Authority (NRA)	Ministry ICT&NG and Ministry of Local Government	Private courier
Burundi	2	1	-	-
Democratic Republic of Congo (DRC)	0	1	-	-
Kenya	3	3	-	-
Rwanda	0	1	-	-
South Sudan	0	3	-	-
Tanzania	3	2	-	-
Uganda	12	21	3	38
EACO Secretariat	4			
2. EACO PARTNERS				
PAPU	1			
UPU	3			
JMAT	2			
Software Group-Kenya	1			
BoxC (sponsor)-USA	1			
Avalaria (sponsor)-USA	1			
WhatNext4U (United Kingdom)	1			
Logistic-natives e.V. (Germany)	2			
La Poste (France)	1			
TOTAL PARTICIPANTS	110			



The total number of attendees (Delegates and partners) was **110** against the target of **100**. Attendance from the Designated Postal Operators constituted **11%** of the attendees, and that is again a point of concern since the expectation was that this would be their conference, and they should be in the majority. 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 fourth event of its kind in the East Africa region.

10. CONCLUSION

The 4th Annual EACO Post & Logistics Forum (EPLF 4) concluded successfully, bringing together industry stakeholders, policymakers, and experts to discuss key issues and challenges facing the postal and logistics sector.

8.1. Key Outcomes:

The conference provided a platform for knowledge sharing, networking, and collaboration, with a focus on leveraging digital technologies, enhancing customer experience, and promoting sustainability.

8.2. Key outcomes include:

- Insights and recommendations on digitalization, customer experience, and sustainability
- Partnerships and collaborations announced between industry players

- Discussions on emerging trends and technologies shaping the industry

8.3. Appreciation:

The organizers would like to extend their gratitude to sponsors, speakers, and delegates for their contributions to the conference's success. Participation and engagement were invaluable in making EPLF 4 a thought-provoking and informative experience.