



# **Cyber Resilience in the global Digital Economy:**

## **A Focus on e-Commerce Logistics**

**August 2025  
Tracy Hackshaw  
.POST Business Management Unit  
Universal Postal Union**



# Many posts now offer a wide range of digital services

**70%** of posts promote digital inclusion through provision of at least 1 **digital connectivity** service or solution.



**71%** of posts promote economic inclusion through **e-commerce** services.

**51%** of posts promote social inclusion through **e-government** services.

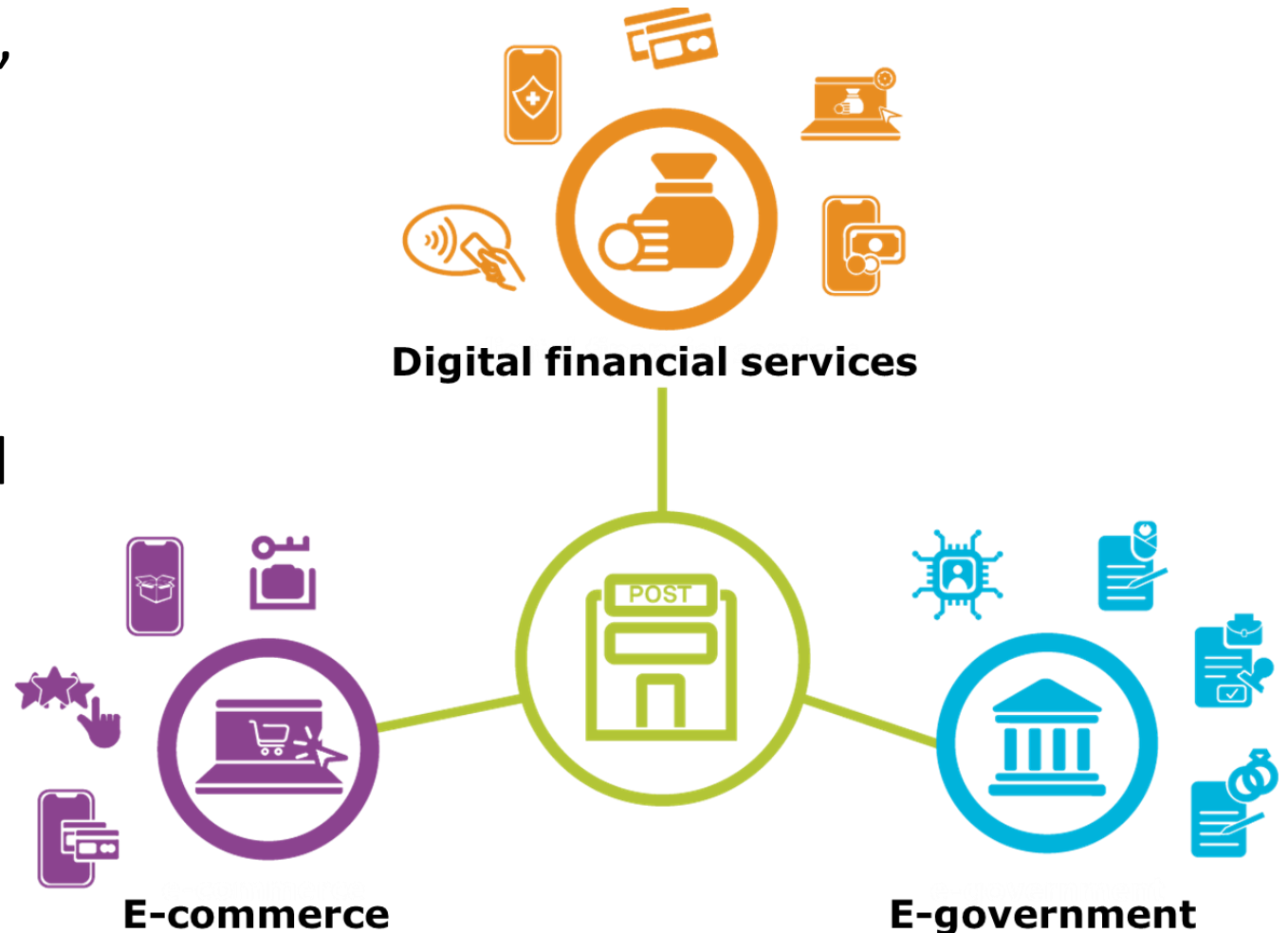
**11%** of posts promote universal health coverage through **digital health** services.

**58%** of posts promote financial inclusion through **digital financial** services.



# 34% of posts show signs of becoming one stop shops for essential digital services

- Promoting economic, financial, and social inclusion and digital inclusion under same roof
- Helps governments achieve public policy objectives related to financial inclusion, inclusive economic growth, territorial cohesion, etc.,

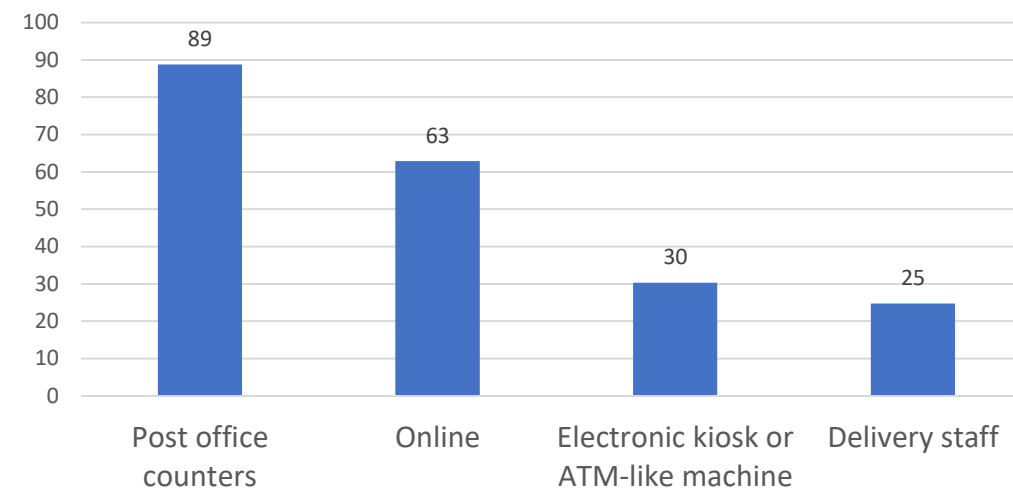




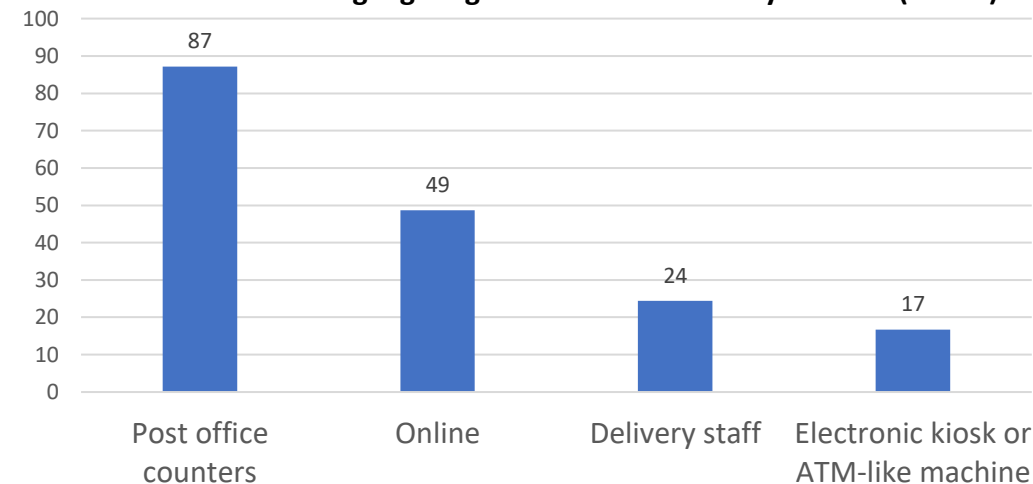
# Postal infrastructure is becoming critical across multiple channels

- Posts are most likely to offer digital services in person through digitally enabled counters
  - 650,000 post offices, a majority in rural areas
- Some also leverage their delivery staff for digital services
- Significant potential to promote inclusion for groups most at risk of being left behind
- **Necessary to ensure that all service delivery channels and the staff and customers interacting with them are secure**

Percent of DOs offering Digital Financial Services by channel (n = 89)



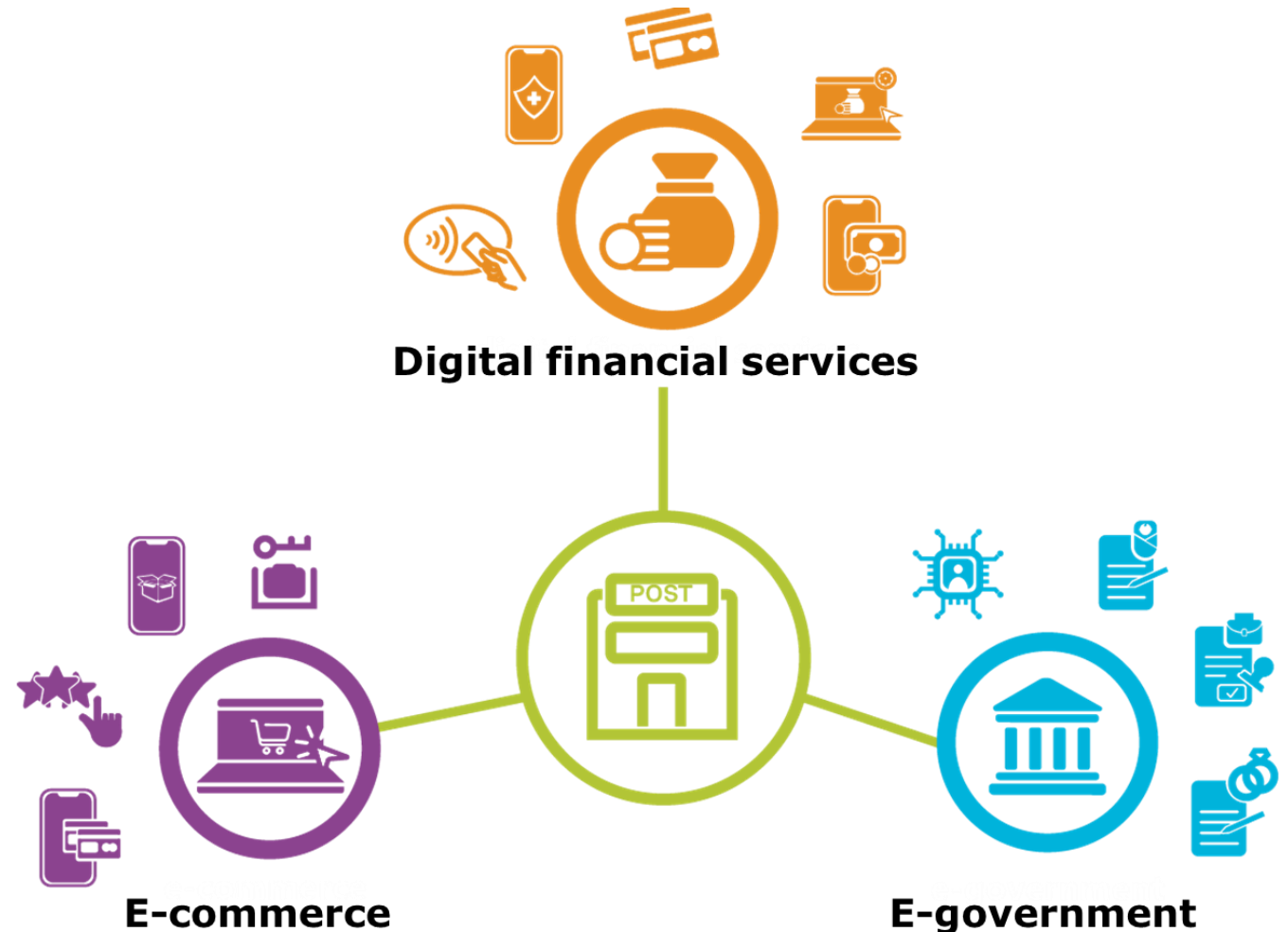
Percent of DOs offering digital government services by channel (n = 78)





# As posts offer more services through multiple channels, its infrastructure becomes more critical

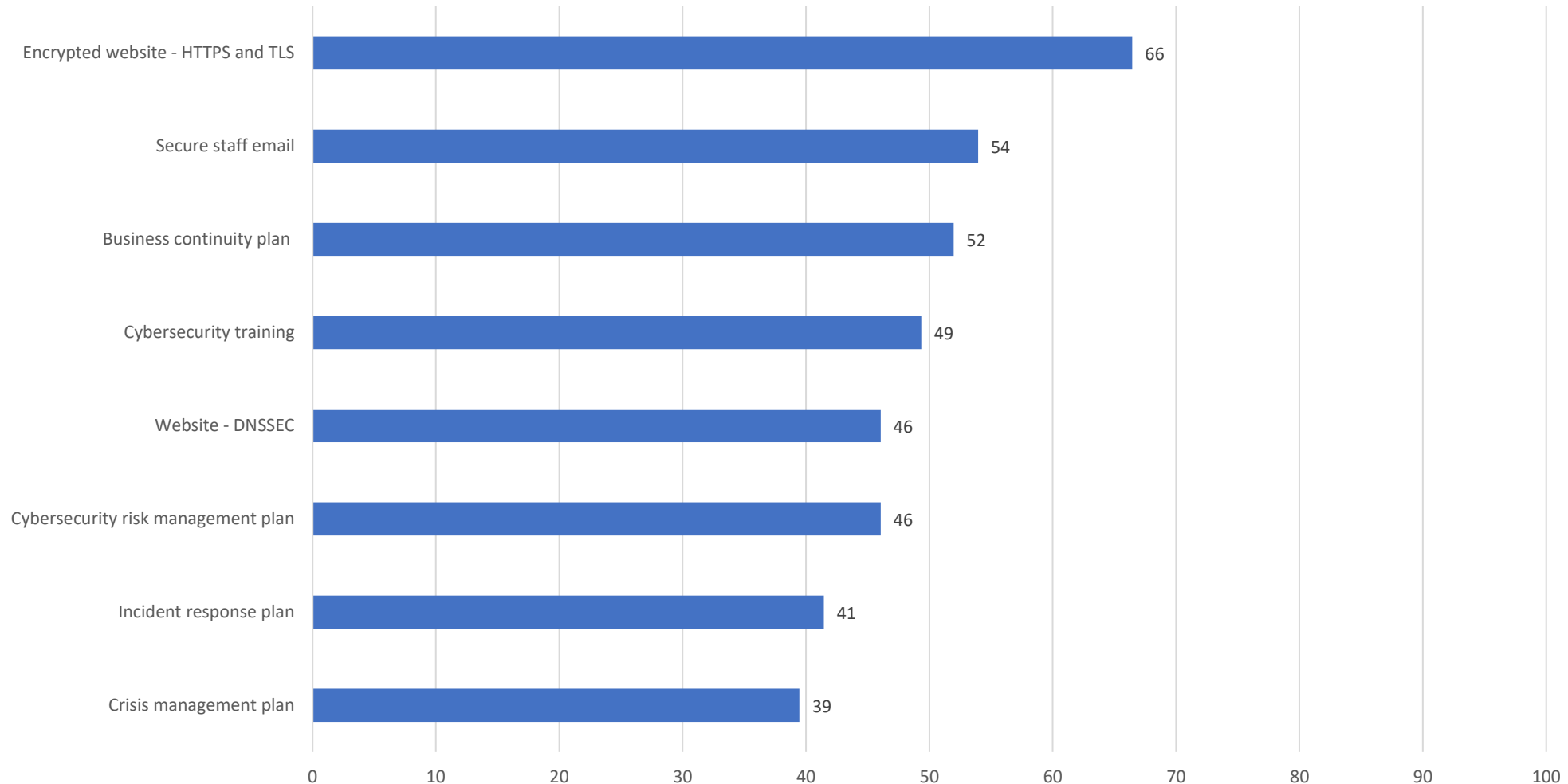
- More sensitive data about customers and citizens
- More severe consequences of
  - Disruptions
  - Breaches
  - Identity theft
  - Financial losses
- More channels = more cyber-attack entry points
- Trust in the post more important than ever
  - For customers
  - **And partners** – many services offered in partnership with private companies and government





# Cyber-hygiene best practices are largely lacking

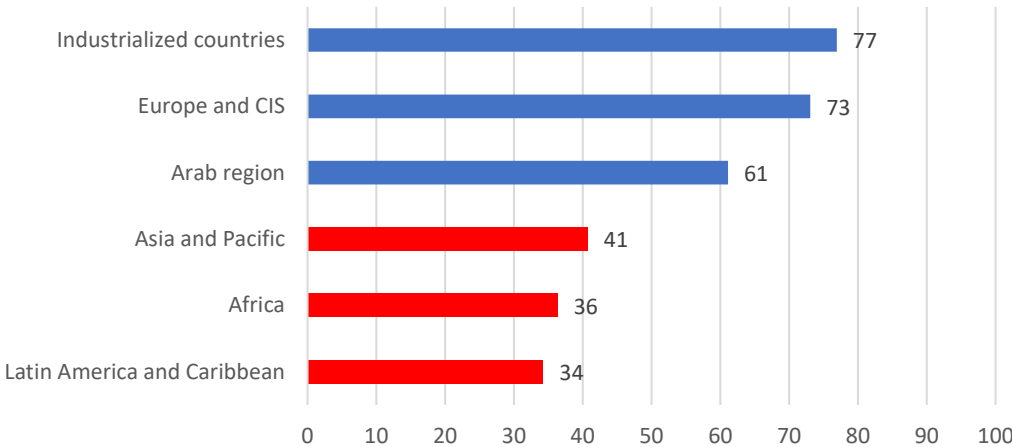
% of Posts implementing cyber-security and cyber-hygiene practices (n = 152)



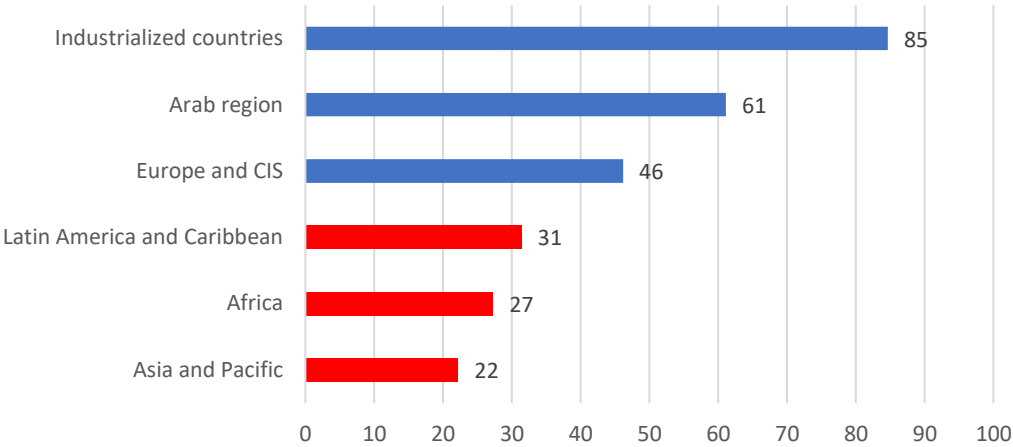


# Especially in developing regions

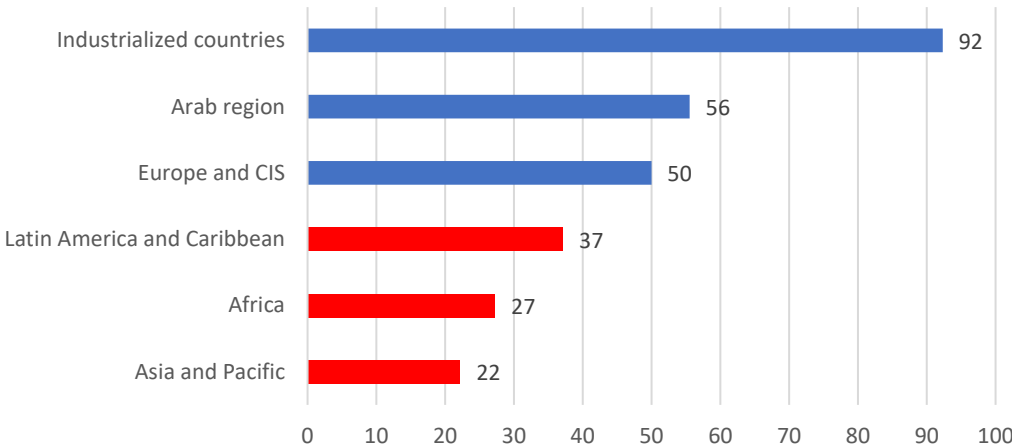
Percent of Posts offering cybersecurity training to staff



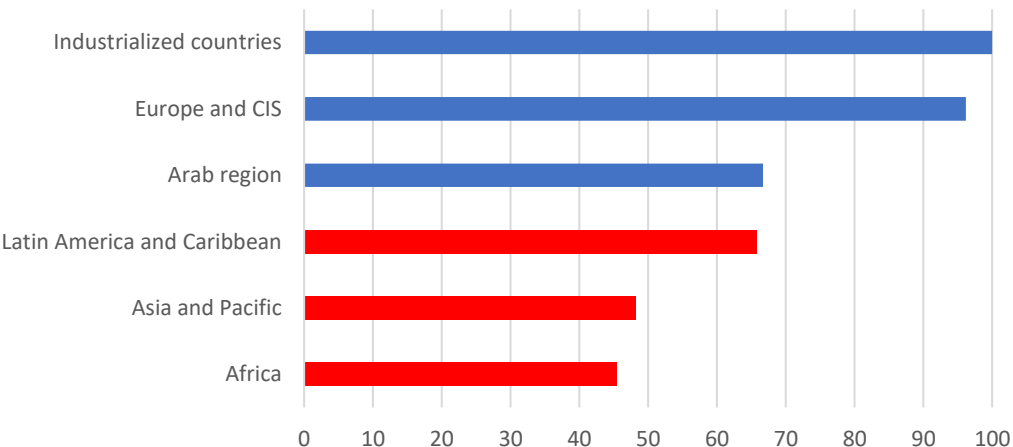
Percent of Posts implementing cybersecurity Crisis Management Plans



Percent of posts implementing Incident Response Plans



Percent of Posts whose websites are encrypted with HTTPs and TLS

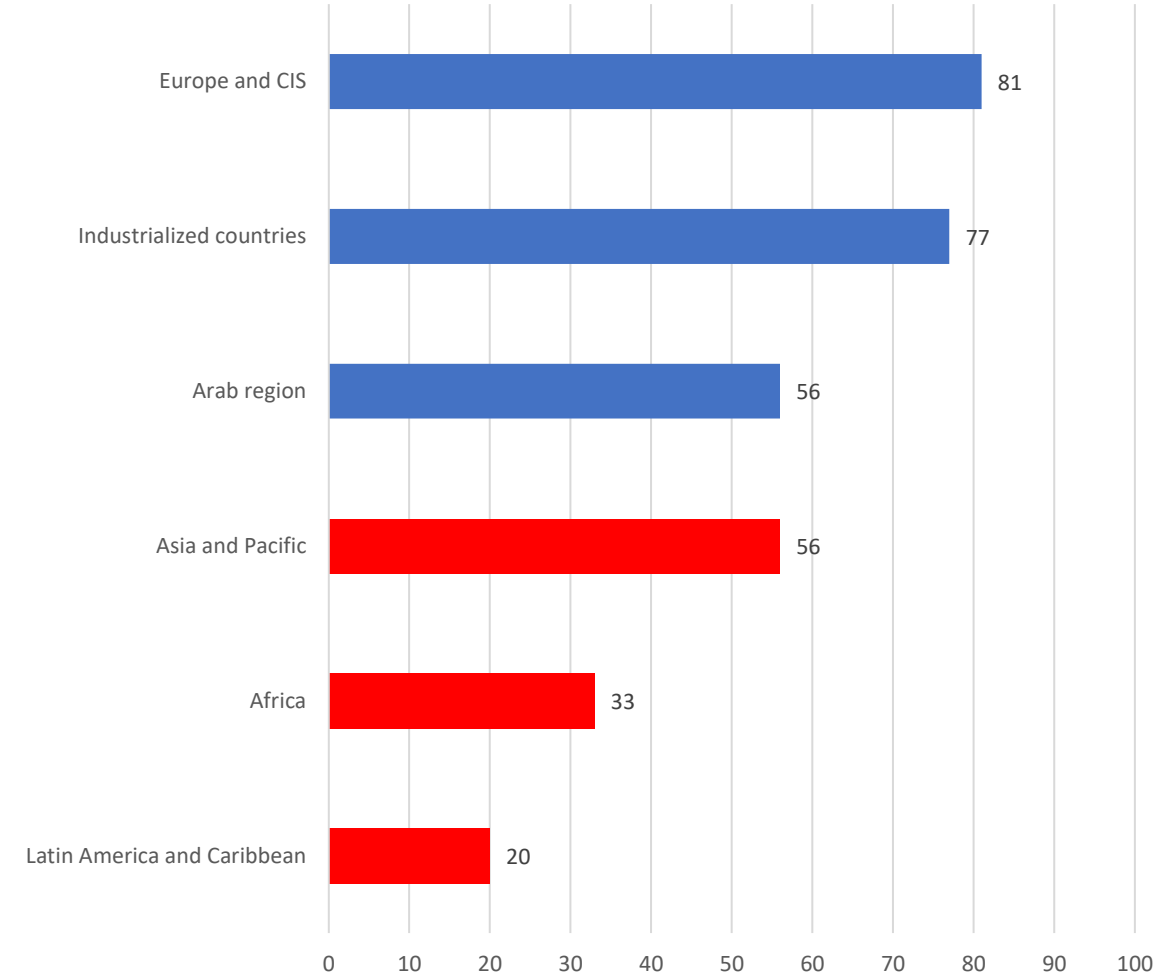




# Cyber hygiene budgets are not keeping up with workloads

- **69% of Posts report an increase in cybersecurity workload**
- But only 49% report increases in cybersecurity budget
- Cybersecurity budget increases are less likely in developing regions
- Posts are also not getting national level support responding to cyber-risks
  - Only 35% are affiliated with the national information security incident response team (ISRT)

Percent of posts reporting an increase in cyber security budget by region in the last 2 years







SETTING THE SCENE

# The rapid digitalization of supply chains exposes organizations to novel cyber risks

10,000

Flights delayed and over 1,300 canceled<sup>1</sup>

After a 2023 nationwide ground stop imposed by the Federal Aviation Administration over a system failure that forced a 90-minute halt to all U.S. departing flights.

30,000

Containers were backlogged and delayed for up to 10 days<sup>2</sup>

In 2023, DP World Australia had to suspend operations in its container terminals in Melbourne, Sydney, Brisbane and Western Australia's Fremantle for three days due to a cyberattack.

730

Employees made redundant after a ransomware attack led to bankruptcy<sup>3</sup>

IKNP Logistics Group, one of UK's leading privately owned logistics companies, declared itself insolvent in September, due to a ransomware attack that affected key systems, processes, and financial information.

Source: 1. Reuters 2023: Airlines hope for return to normal Thursday after FAA outage snarls U.S. travel; 2. DP World 2023: Media Statement: Update on Cybersecurity Incident ;3. The Record 2023: UK logistics firm blames ransomware attack for insolvency, 730 redundancies



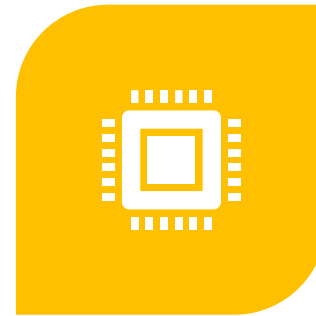
# The Evolving Threat Landscape – the Postal Sector Context



POSTAL NETWORKS HANDLE SENSITIVE DATA (FINANCIAL, PERSONAL, PARTNERS, ETC) MAKING THEM ATTRACTIVE TARGETS.



RANSOMWARE ATTACKS ARE ON THE RISE, CRIPPLING POSTAL OPERATIONS AND HARMING THE PUBLIC.



PHISHING IS USED TO GAIN UNAUTHORIZED NETWORK ACCESS, ESCALATING TO BROADER EXPLOITS.

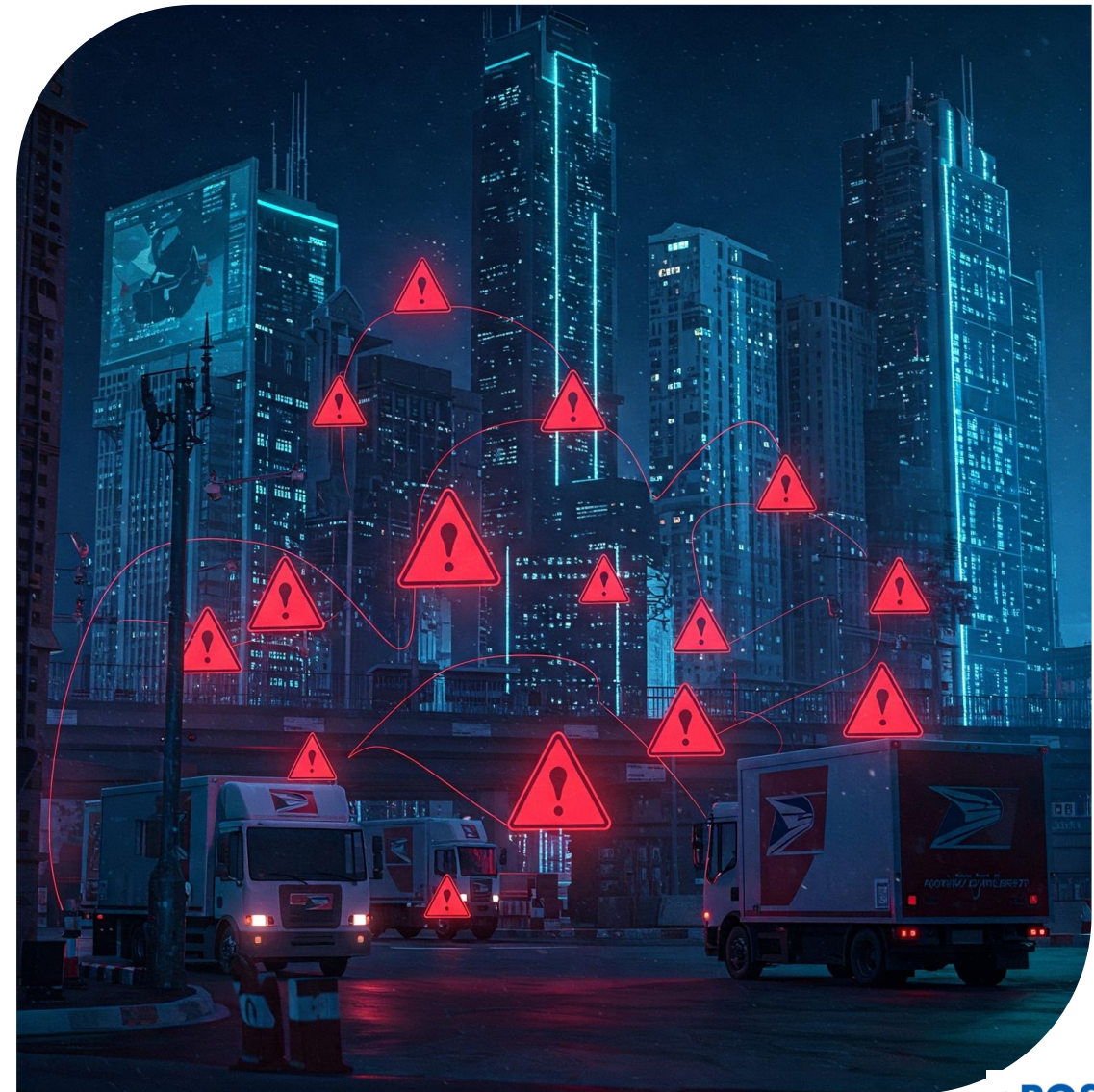


SUPPLY CHAIN VULNERABILITIES PUT POSTAL OPERATIONS AT RISK (SOFTWARE PROVIDERS, ETC.)



# The Growing Need for Cybersecurity & Cyber Resilience

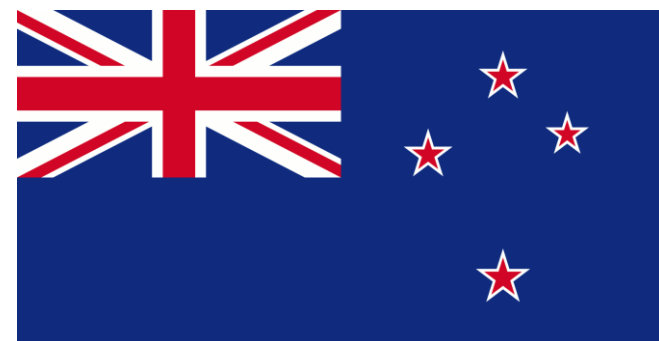
- Increased reliance on digital tools and interconnected systems makes the postal & logistics sector a significant target for cybercriminals.
- Postal & logistics services handle vast amounts of sensitive data and provide essential services, increasing their vulnerability.
- Cyberattacks can lead to data loss, service disruption, reputational damage, and financial losses.
- The COVID-19 pandemic accelerated the digitization of postal & logistics services, further amplifying cyber risks.
- The UPU is committed to improving the safety and security of the global postal & logistics sector through a multi-faceted approach.





# Recent Cyberattacks in the postal sector

- Royal Mail in the UK, which was hit by a ransomware attack linked to Russia that suspended international deliveries and demanded \$80m for decryption<sup>123</sup>
- Hellenic Post in Greece, which was subjected to a serious cyberattack that brought down computer systems using malware<sup>4</sup>
- New Zealand Post, which was shut down by a cyberattack that disrupted its online services and tracking system







SETTING THE SCENE

# Cybersecurity is becoming increasingly complex

## Geopolitical tensions



Geopolitical tensions are an influence on cyber strategy in nearly 60% of organizations, with one in three CEOs citing cyber espionage and loss of sensitive information/IP as top concerns.

## Cybercrime sophistication



72% of respondents say cyber risks have risen in the past year, with cyber-enabled fraud on the rise, an increase in phishing and social engineering attacks and identity theft becoming the top personal cyber risks.

## Supply chain interdependencies



With 54% of large organizations citing third-party risk management as a major challenge, supply chain challenges remain a top concern for achieving cyber resilience.

## AI and emerging tech



66% of respondents believe that AI will affect cybersecurity in the next 12 months, but only 37% have processes in place for safe AI deployment.

## Cyber skills gap



The cyber skills gap has widened since 2024, with two in three organizations reporting moderate-to-critical skills gaps. Only 14% of organizations are confident that they have the people and skills required.

## Regulatory requirements



78% of leaders from private organizations feel that cyber and privacy regulations effectively reduce risk in their organization's ecosystems. However, two-thirds of respondents cited the complexity and proliferation of regulatory requirements as a challenge.

Source: Global Security Outlook 2024 & 2025, World Economic Forum



# Impacts & Consequences



Loss of revenue and  
reputation



Customer dissatisfaction  
and complaints



Operational disruption  
and delays



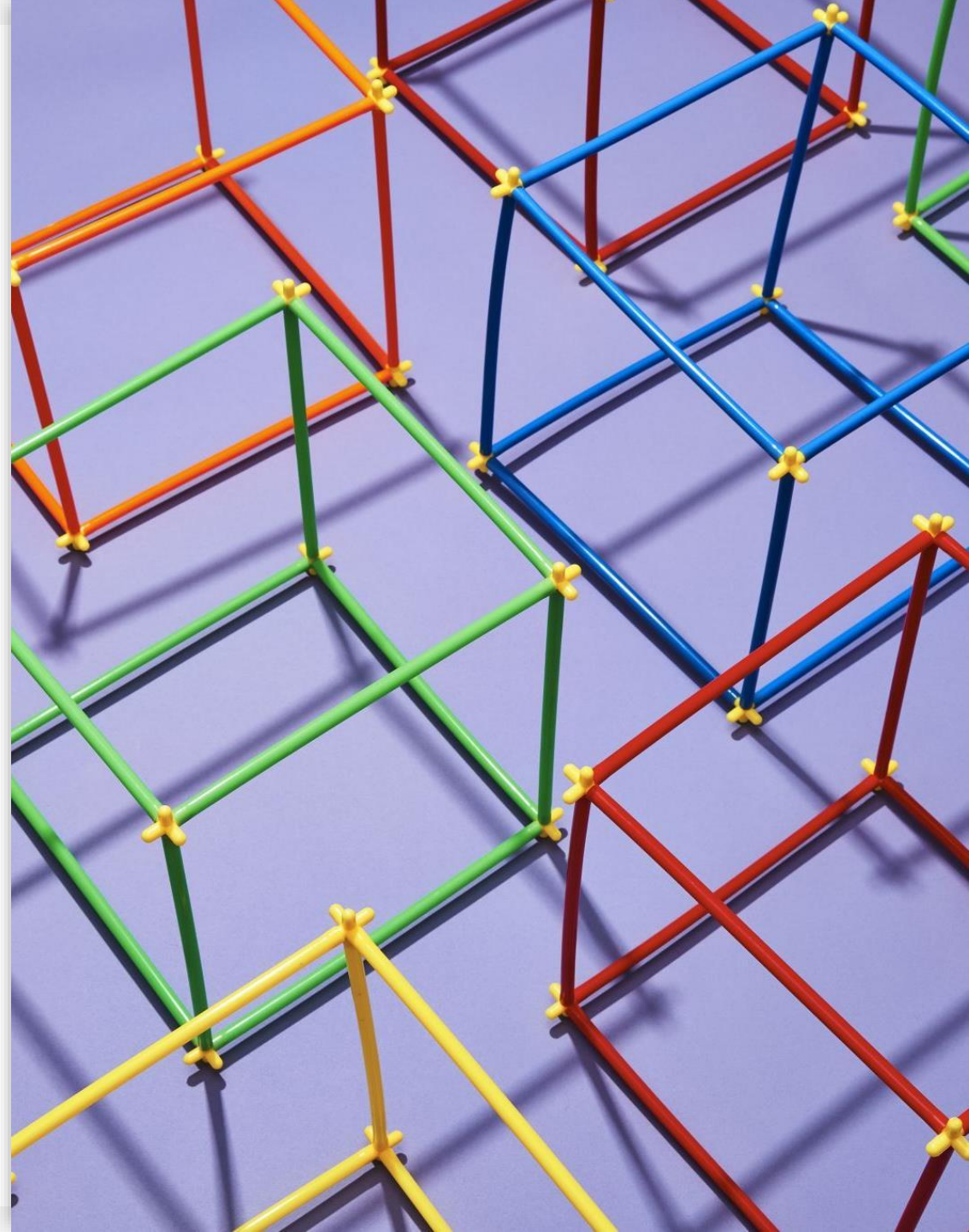
Legal and regulatory  
compliance issues



# Best Prevention Practices

- Strong password policies and multi-factor authentication
- Robust network segmentation to limit the spread of attacks
- Continuous patching and updating of software and systems
- Employee awareness and security training (phishing simulations)
- Proactive cyber threat intelligence with industry sharing platforms

***Prevention is always more cost-effective than incident***





# Incident Response & Recovery



Have an up-to-date incident response plan with roles & responsibilities clearly defined.



Isolate infected systems quickly to prevent spread.



Secure backups for crucial data.



Communicate transparently with stakeholders and relevant authorities.



Conduct post-incident analysis for continuous improvement.





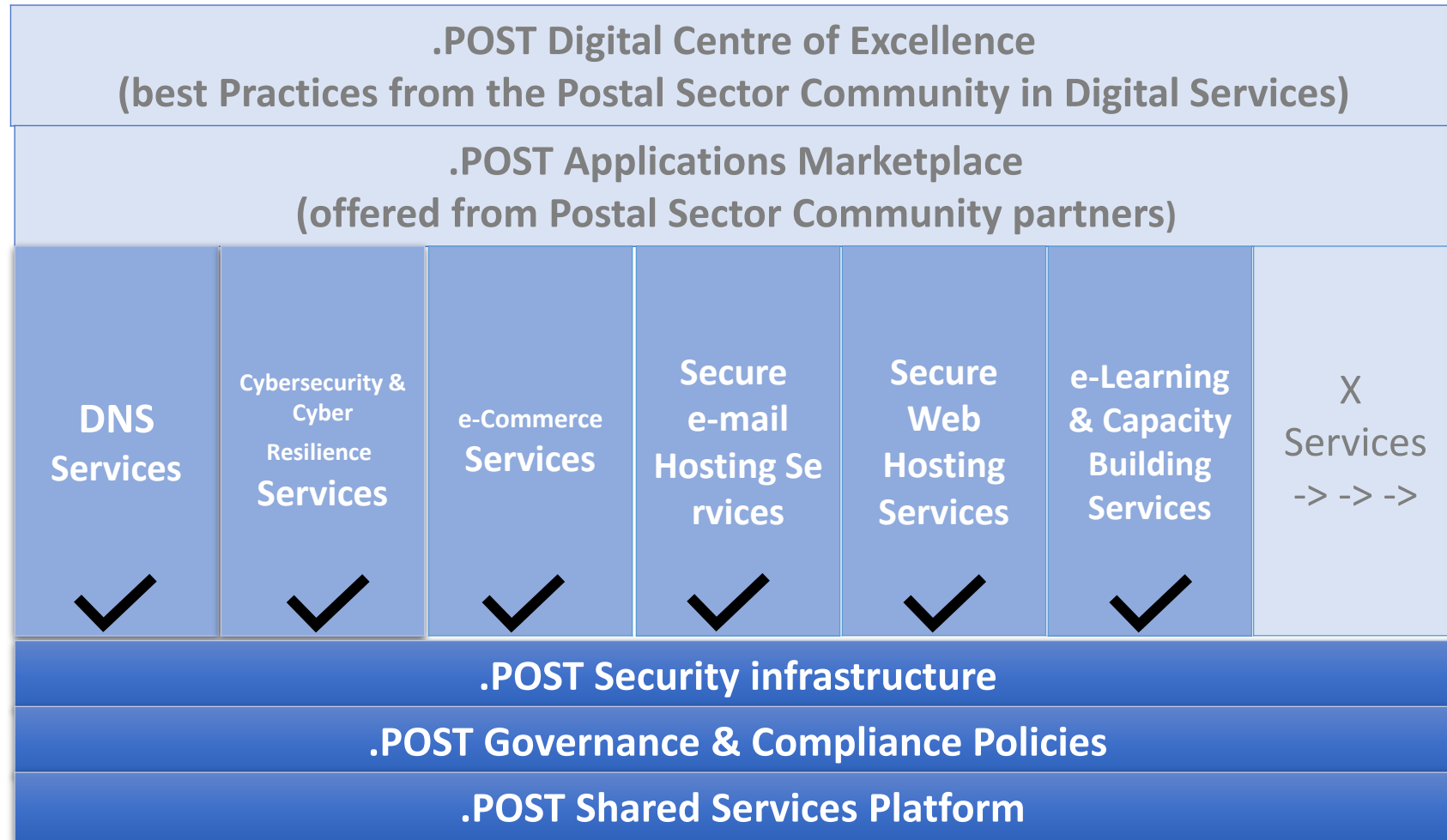
# Cyber Resilience Initiatives

- **UPU:** Taking a multi-faceted approach to improving safety and security in the global postal & logistics sector
- **.POST Domain:** A Secure Digital Identity
- **.POST Shared Services Platform:** Secure Online Services
- **SECURE.POST:** Cybersecurity Awareness Portal
- **POST-ISAC:** Information Sharing and Analysis Centre





# UPU .POST Digital Framework





## Rooted in Tradition, Strengthened by Innovation

*UPU's legacy of 150 years stands behind .POST, ensuring the highest industry standards and policies.*



# THE STRENGTH BEHIND .POST



## Transparency and Accountability

*Transparency is at the heart of .POST. Stringent verification processes conducted by the UPU validate the authenticity of all applicants, further enhancing the domain's integrity.*





# .POST: CREATING A SECURE CYBERSPACE FOR THE POSTAL SECTOR

## ICANN Endorsed

*.POST has been sanctioned by ICANN, ensuring the trustworthiness and legitimacy of our domains.*

## Robust Security Protocols

*.POST domains enforce strict security requirements, including DNSSEC, SSL, and Domain-based Message Authentication, Reporting, and Conformance (DMARC) for email authentication.*





# Establishing Digital Trust

01 — .POST Domain fosters trust in the digital postal & logistics environment.

02 — Promotes digital transformation in the postal & logistics industry.



03 — Creates a secure platform for postal & logistics services online.

04 — Strengthens security for digital interactions and postal & logistics services.



# .POST Domain: A Secure Digital Identity



- .POST Domain: A Top Level Domain (TLD) exclusively for the postal and logistics sector
- Sponsored by the UPU
- Provides Internet domain services for postal and logistics businesses
- Increases the security of postal and logistics digital services
- Serves as a digital trust infrastructure for the postal and logistics sector





# .POST Domain: A Secure Digital Identity



SECURING *your trusted*  
DIGITAL SPACE

- **Strict Registration Requirements:** The .POST registry has stricter registration requirements compared to generic TLDs like .com or .org. This can minimize the risk of malicious actors registering domain names with the intention of cyberattacks.
- **Improved Trust and Confidence:**
  - **Brand Recognition:** The .POST domain name clearly identifies a website as belonging to a postal service. This can help users distinguish legitimate postal service websites from fraudulent ones, promoting user trust.
  - **Reputation Management:** The UPU maintains a high standard for .POST domain registrants and engages in comprehensive DNS Abuse and security compliance monitoring, enhancing the overall reputation and trustworthiness of websites using this TLD.



# Cybersecurity in .POST

## DOMAIN VALIDATION

- DMP ensures the control and the security steps in accreditation and release of .POST domains
- All the business domains are verified by UPU and have to respect the 30-days notification period

## CYBERSECURITY POLICIES

- Defined and updated to ensure increased security levels
- Abidjan Cycle introduces a schedule activity for updating the policies.
- Available for all on the UPU website: .POST Security Policies

## UPU ANTI-ABUSE DOMAIN MONITORING

- Constant monitoring activities



## SKILLS DEVELOPMENT

- Collaboration with GCA for bootcamps
- Webinars for members
- Workshop and training initiatives
- Newsletters

## CIRT

- .POST Cyber Incident Response Team (CIRT)
- Supporting posts for the incidents
- Know-how on the cyber threats

## DOMAIN COMPLIANCE MONITORING

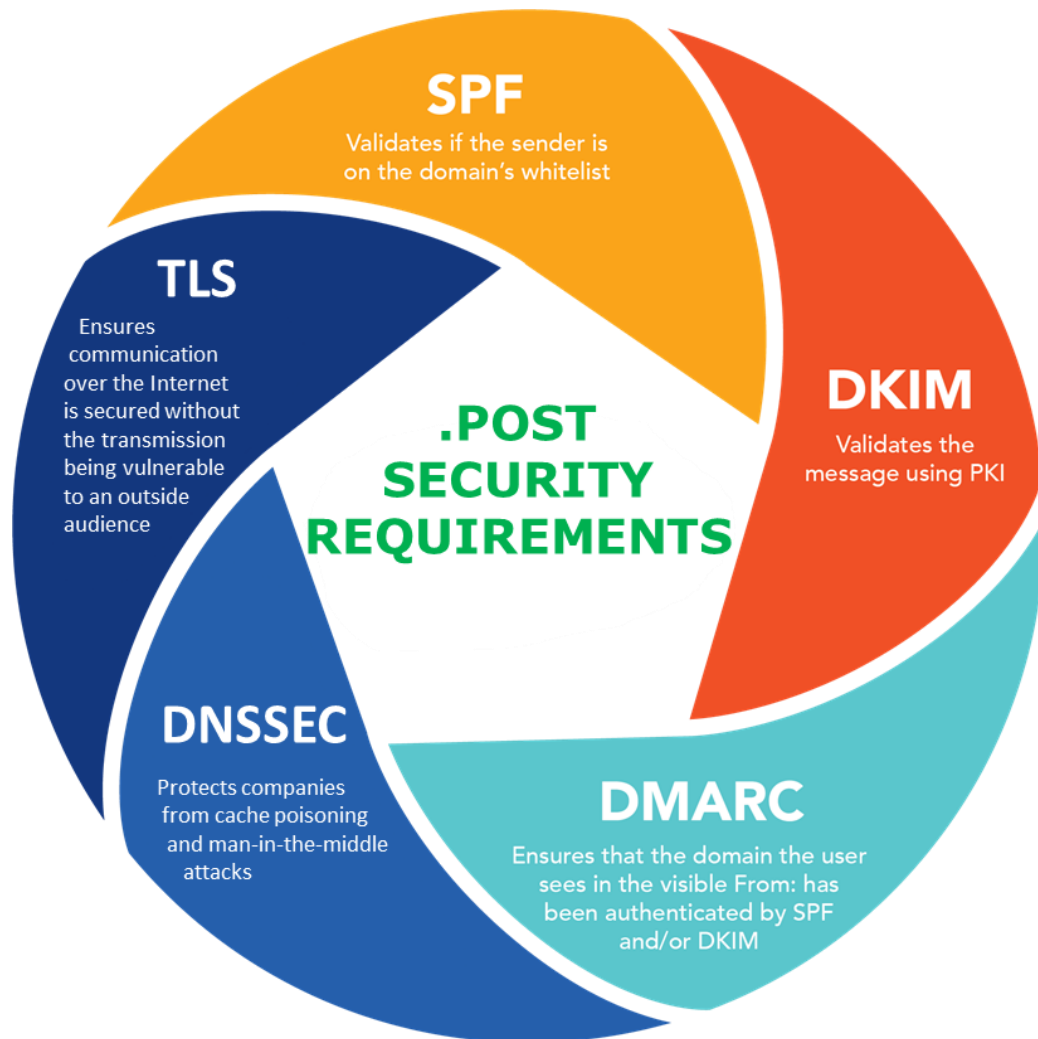
- Real-time monitoring support

gives you a new layer of **cyber protection** for your internet services





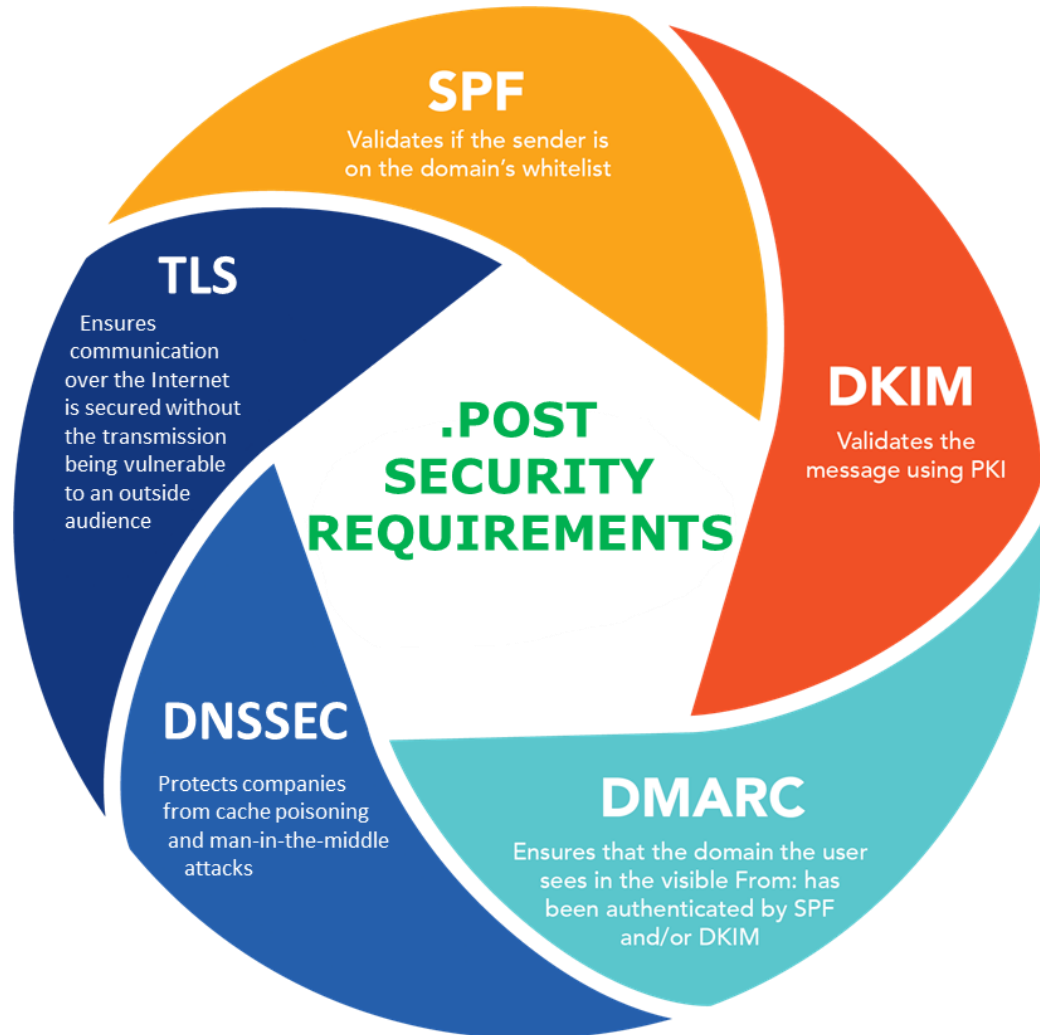
# UPU .POST Cybersecurity Framework



- A set of UPU approved recommended cybersecurity policies for Members, their Designated Operators and Wider Postal Sector Operators (WPSPs)
- Goal is to reduce domain hijacking, phishing, and spoofing in the postal & logistics sector
- Key Policies Include:
  - DNSSEC Implementation Policy
  - Secure Email Authentication Policy
  - Secure Online Transactions Policy



# UPU .POST Cybersecurity Framework



## • Impacts and Benefits

- Provides a baseline of cybersecurity guidance for UPU member countries, their designated postal operators and WPSPs.
- Helps to mitigate common and significant cyber threats targeting the postal & logistics sector.
- Contributes to building trust in digital postal & logistics services.



# POWER UP WITH .POST

## Additional Benefits for Posts:

- **Reduced Costs:** Postal services can benefit from economies of scale through the centralized management of the .POST TLD.
- **Technical Support:** The UPU can provide technical support and guidance on cybersecurity best practices to Post offices using the .POST domain.
- **Global Visibility:** Using a TLD sponsored by a United Nations System Agency can enhance the online presence of Postal services and potentially attract more international business partnerships.





<https://trust.post/>



# Committed to Cybersecurity Excellence

## for the Postal Sector



EnCirca Partner



Global Network Infrastructure



ICANN Endorsement



DNSSEC, SSL and DMARC Protocols



Transparency and Accountability

**POST**  
SECURING your trusted  
DIGITAL SPACE





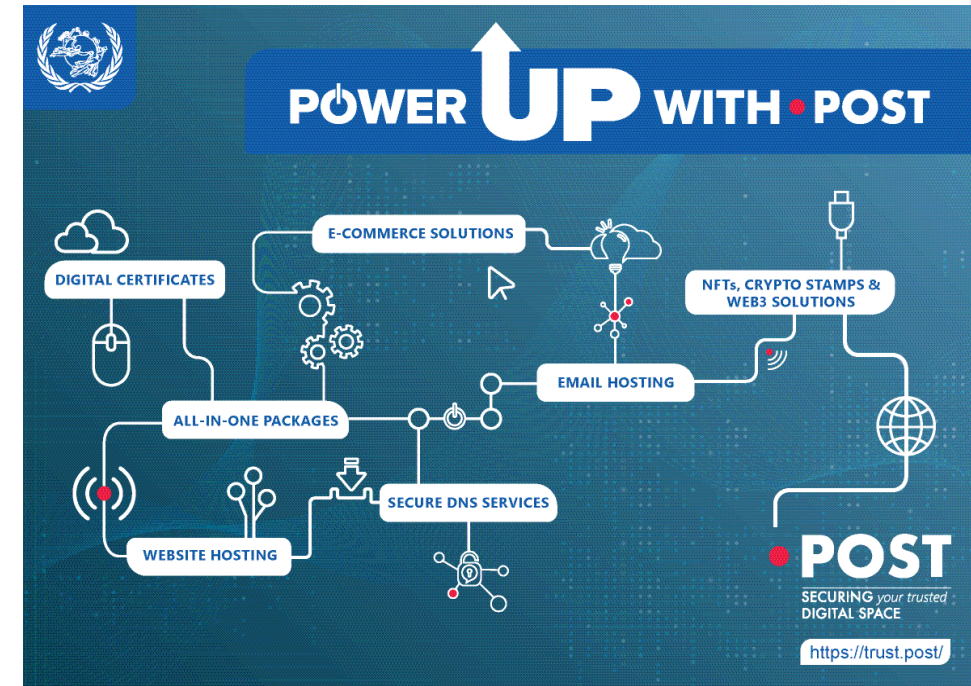
# .POST Shared Services Platform → <https://trust.post>

- A variety of new secure digital services are available on the .POST Shared Services Platform, including:

✓ E-mail hosting	✓ Secure sockets layer (SSL) certificates
✓ Web hosting	✓ Secure domain name management (DNS) services
✓ E-commerce	and much more...

**Note.** – Discounts are available at the checkout for qualifying small island developing states (SIDS) and least developed countries (LDCs), as classified by the United Nations.

## TRUST POST







# .POST Showcase – ETHIO.POST

8536 support@ethio.post

Ethiopost

Search ...

0.00\$

Quick Links

Send & Receive

Products & Services

News

Philately

Post Shop

About

Post for Everyone.

Crafting the art of delivery and logistics for over a century

Track

Domestic

International

Price Calculator

Order a Pickup

Branch Locator

Post Shop

Stamp Gallery

Chat with us

Order a Pickup

Branch Locator

Post Shop

Stamp Gallery

National ID Card Order

Need postbox renewal?

Skip the line—do it online!

Renew now

Pay with Shic

Welcome to The Post Shop

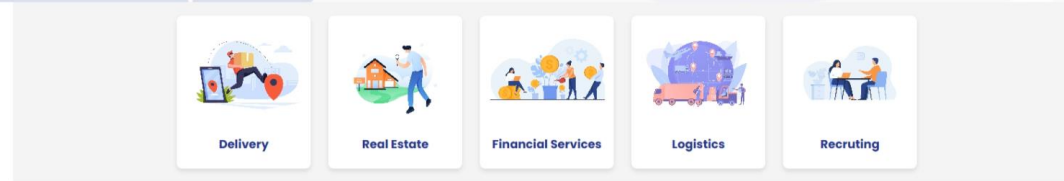
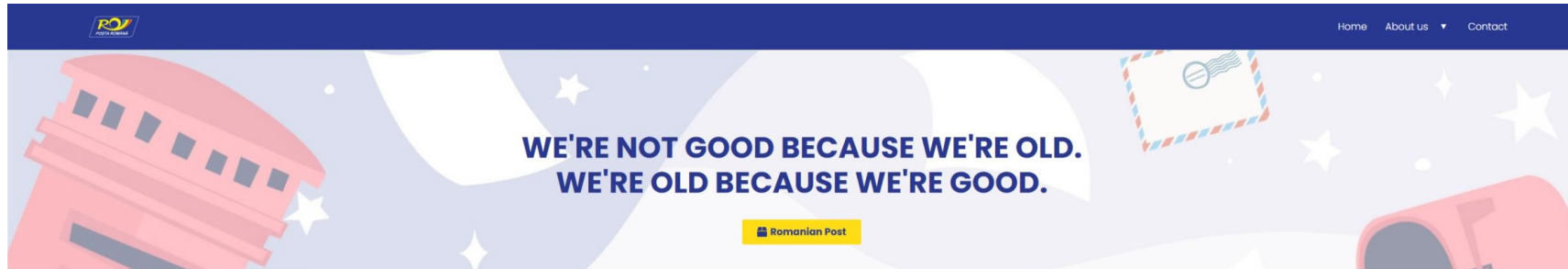
Are you a manufacturer or importer?

Learn more

**.POST**  
SECURING your trusted  
DIGITAL SPACE

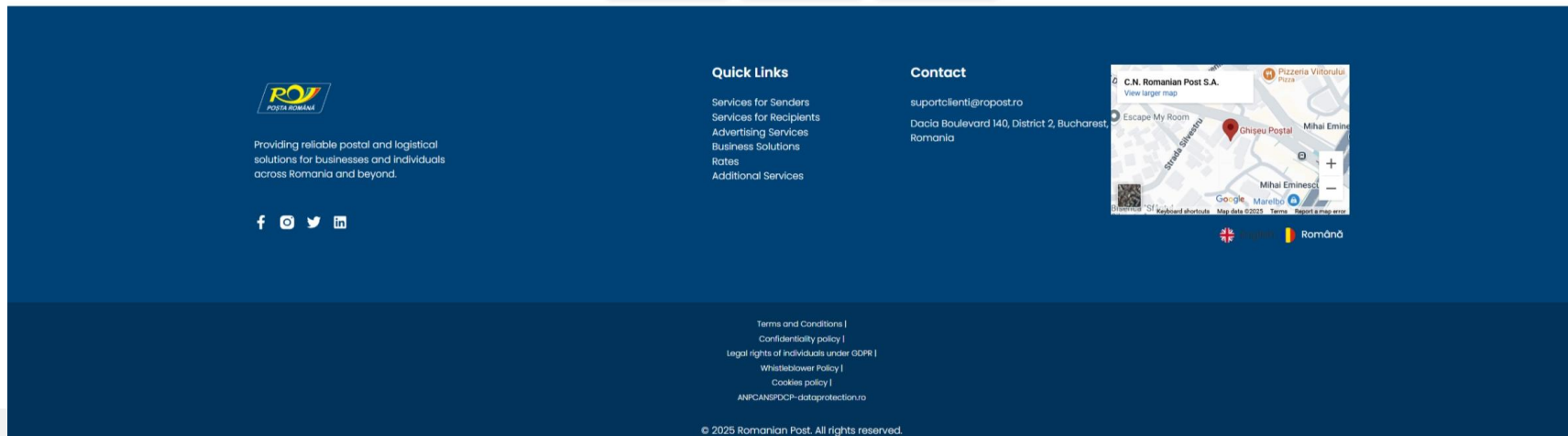


# POST Showcase – RO.POST



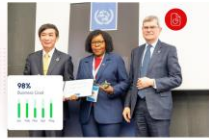
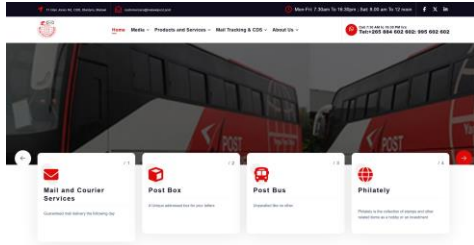
## The Mission of the Romanian Post

Romanian Post is one of Romania's largest employers, with over 22,000 employees and a fleet of 1,200 vehicles. It operates a unique courier network, ensuring the efficient delivery of letters and parcels both domestically and internationally. Romanian Post is committed to renewing trust, modernizing its services, and setting a benchmark for excellence in the public sector.





# POST Showcase – MALAWIPOST.POST



**Congratulations**

Malawi Post Corporation (MPC) is proud to announce that it has been awarded the 10th Anniversary Certificate of Appreciation by the Malawi Regulatory Authority for Communications (MACRA) for its commitment to providing quality postal and financial services to the people of Malawi. The award recognizes the company's dedication to excellence and its commitment to the people of Malawi.

10000+ Mail delivery  
21% Customer satisfaction

## Business to Business



**Banking transactions**

We provide fast and secure services for your business.



**Bulk Mail and Door Delivery**

We provide a bulk mail and delivery service for your business.



**Buses for hire**

We provide a bus hire service for your business.



**One Stop Centre**

We provide a one-stop service for your business.

## Get Updates & News



**Women's Day**

Today on International Women's Day, we celebrate the remarkable contributions of women in our organization and beyond. This year's theme, 'Inspiration leads', reminds us that diversity, equity, and inclusion are...

**Women's Day**

Today, we proudly join the world in celebrating International Women's Day, honoring the strength, resilience, and contributions of women in every sphere of life. At Malawi Post Corporation (MPC), we...

**Women's Day**

On the Woman's Day, we are honored to celebrate and honor the outstanding women who are working hard for our nation's progress and prosperity. Their dedication and hard work are a source of inspiration for all of us.



**Payroll**

We provide a payroll service for your business.

**Payroll**

We provide a payroll service for your business.

**HR, Payroll & Post Global Training**

Our HR, Payroll & Post Global Training is designed to provide you with the latest information on HR, Payroll & Post Global Training. This session is aimed at providing you with the latest information on HR, Payroll & Post Global Training. This session is aimed at providing you with the latest information on HR, Payroll & Post Global Training.

[Read More](#)

## Ready To Start Work With Us?

We work with a variety of banking partners to provide you with the latest information on HR, Payroll & Post Global Training. This session is aimed at providing you with the latest information on HR, Payroll & Post Global Training.

**Quick Links**

- Home
- Products and Services
- Mail Tracking & CDS
- About Us

**Newsletter**

Please subscribe to our newsletter to receive the latest information on our services.

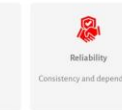


## Core Values



**Innovation**

Modernization in advancement



**Responsiveness**

Receptive to clients' expectations



**Reliability**

Consistency and dependable



**Integrity**

Ethical professional and corruption free

## Mission

To provide quality, accessible and affordable ICT-led Postal, Courier and Financial services efficiently to meet customer's needs through our country wide postal network



## Vision

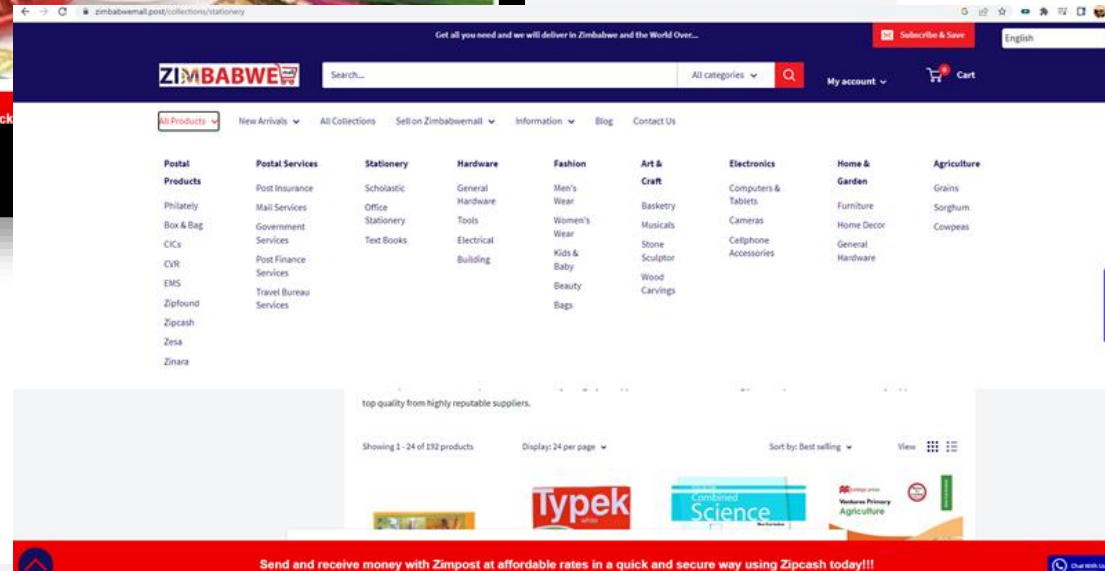
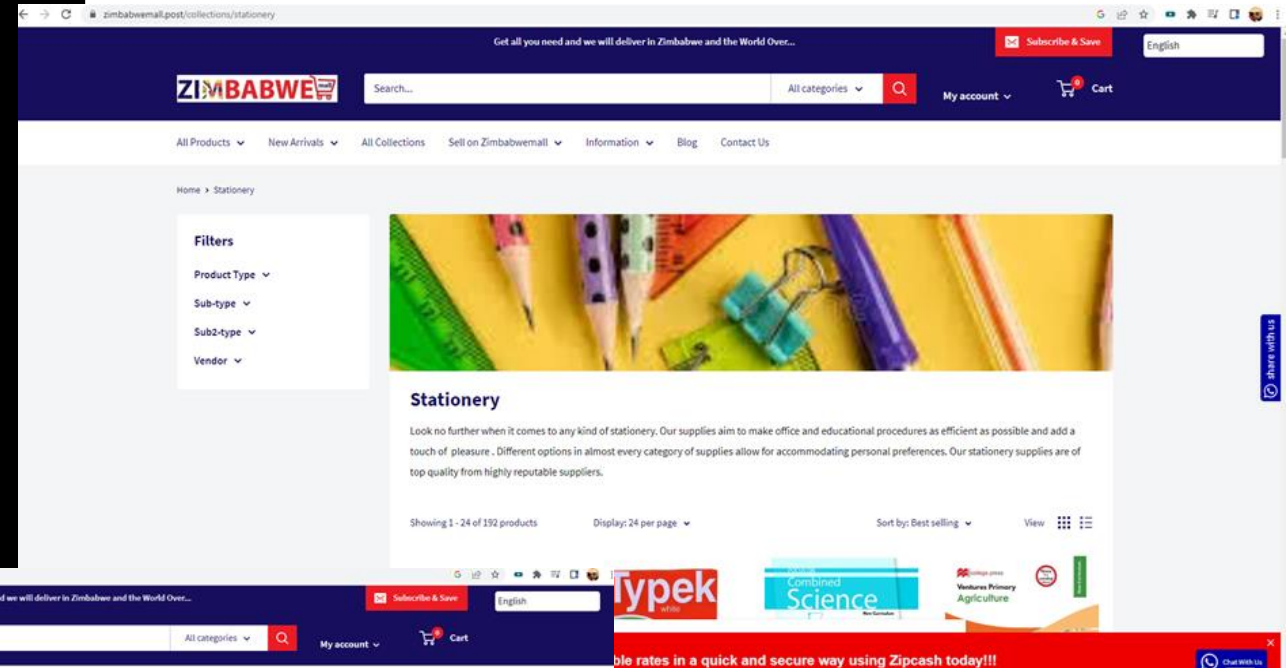


To be a leader in the provision of ICT-led Postal, Courier and Financial Services in Malawi.



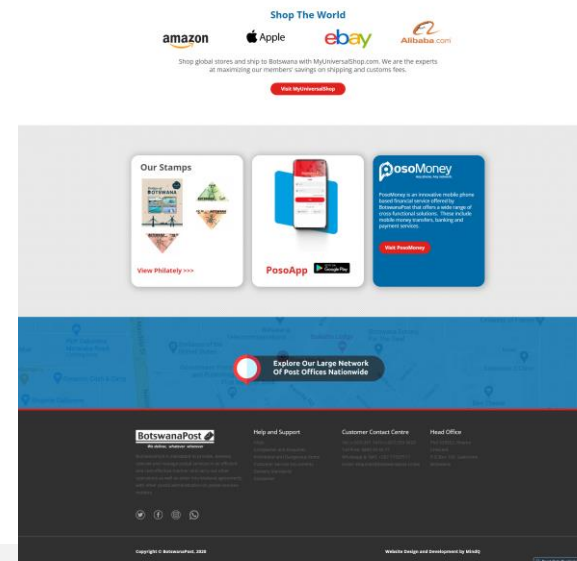
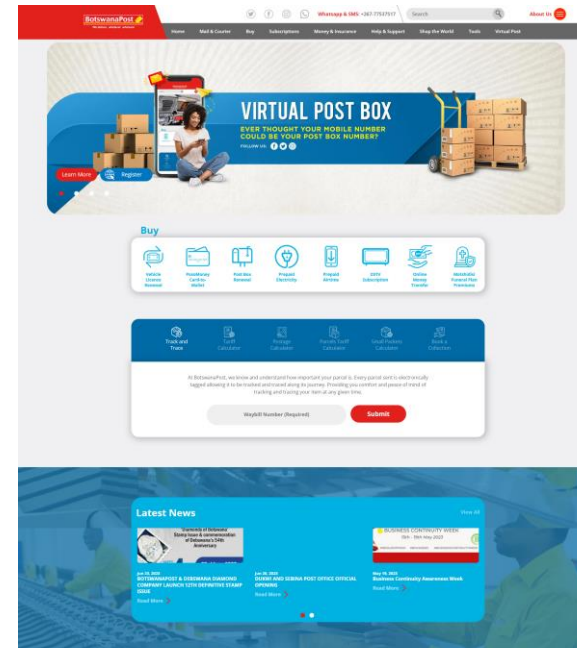
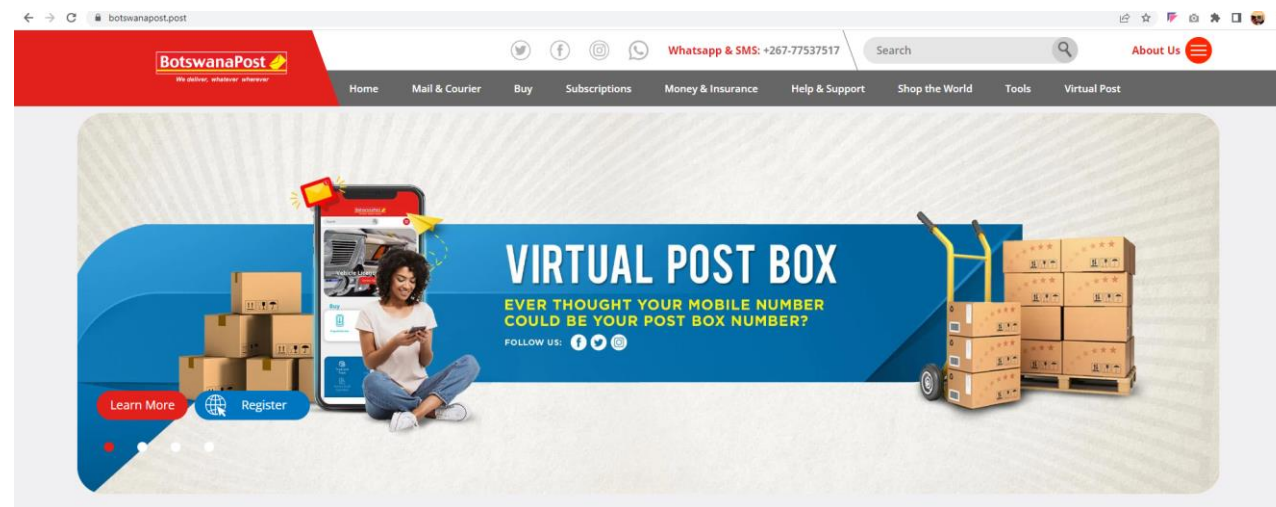
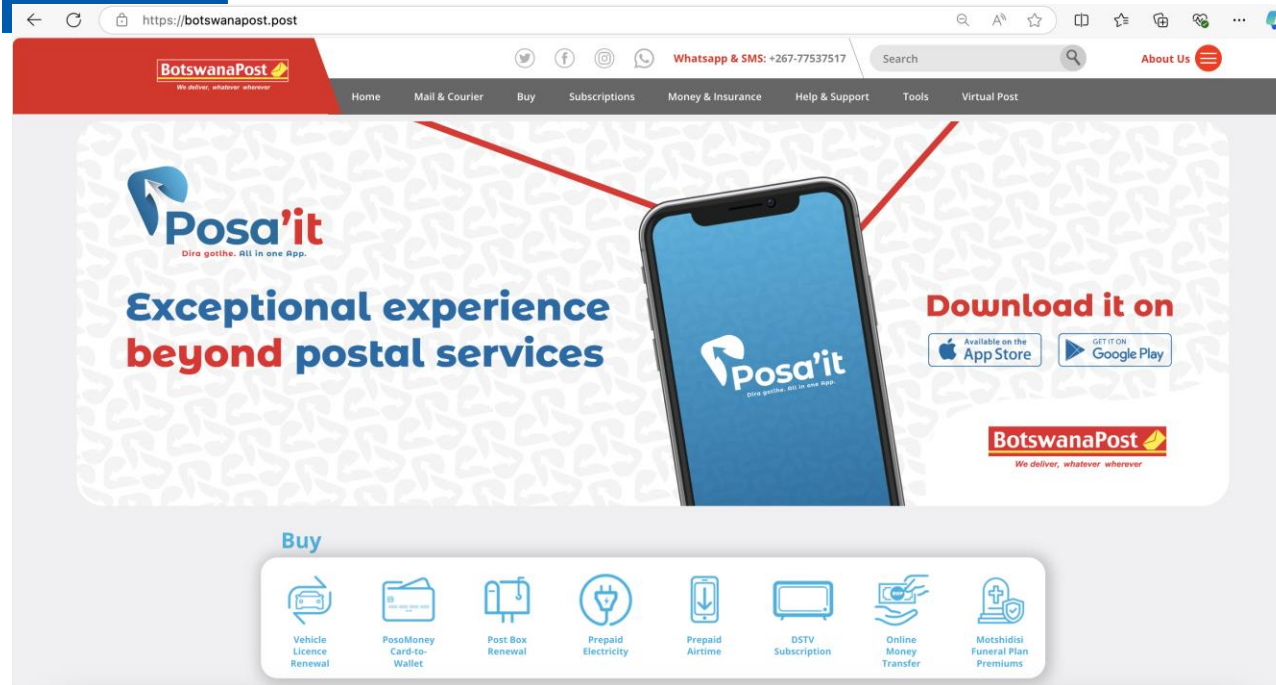


# POST Showcase – ZIMBABWEMALL.POST





# POST Showcase – BOTSWANAPOST.POST





# .POST Showcase – STAMPS.TZ.POST

TANZANIA POSTS CORPORATION

Cart | Log in | Create account

Posta  
Let's Go!

Home | Catalog | FAQ | Collections | History | Contact us | Comments

COLLECTIONS 2023

- Collection 2023
- Collection 2022
- Collections 2021
- Collections 2020
- Collection 2019
- Collection 2018
- Collection 2017
- Collection 2016
- Collection 2015
- Collection 2014
- Collection 2013
- Collection 2012
- Collection 2011
- Collection 2010
- Collection 2009
- Collection 2008
- Collection 2007
- Collection 2006
- Collection 2005
- Collection 2004
- Collection 2003
- Collection 2002
- Collection 2001
- Collection 2000
- Collection 1999
- Collection 1998

TANZANIA

PAPU Joint Stamp on Commissioning of the PAPU Tower

3500/-

2023

PAPU Joint Stamp on Commissioning of the PAPU Tower

0000000

English

Chat

FEATURED COLLECTIONS

View all Collections





# POST Showcase – SENEGAL

SharePoint Sites

PARCOURIR PAGE

LA POSTE

Intranet La Poste BlogPoste Messagerie Projets MODIFIER LES LIENS

Rechercher dans ce site

Accueil  
Blog La Poste  
Calendrier  
Communiqués La Poste  
Documents  
Forum La Poste

Récents

- Demande d'absence
- Demande de Validation
- Equipe validation Flux
- Secretariat DSI
- Test flux equipe

site damendiaye  
Site Web DG  
Site Web SG  
Tâches  
Wiki La poste

MODIFIER LES LIENS

INTRANET LA POSTE

LA POSTE

[Histoire de La Poste](#)  
[Missions de La Poste](#)  
[Organisation de La Poste](#)  
[Union Postale Universelle](#)

https://mail.sn.post/owa/#path=/mail

Messagerie

Rech. dans les messages e...

Nouveau

Favoris

- Boîte de réception 520
- Éléments envoyés
- Brouillons 12

assane ndionne

Boîte de récep 520

- Brouillons 12
- Éléments envoyés
- Éléments supprimés
- Courrier indésirab 3
- Notes
- Salle reunion

ZimbraOldMail

- Tous-2022-04-14
  - Boîte de récep
  - Éléments envc

Boîte de réception

noreply-dmarc-support@google.com

Report domain: sn.post Submitter: google.com Report-ID: 14630987536089167661 14/04/2022

Impossible d'obtenir un aperçu.

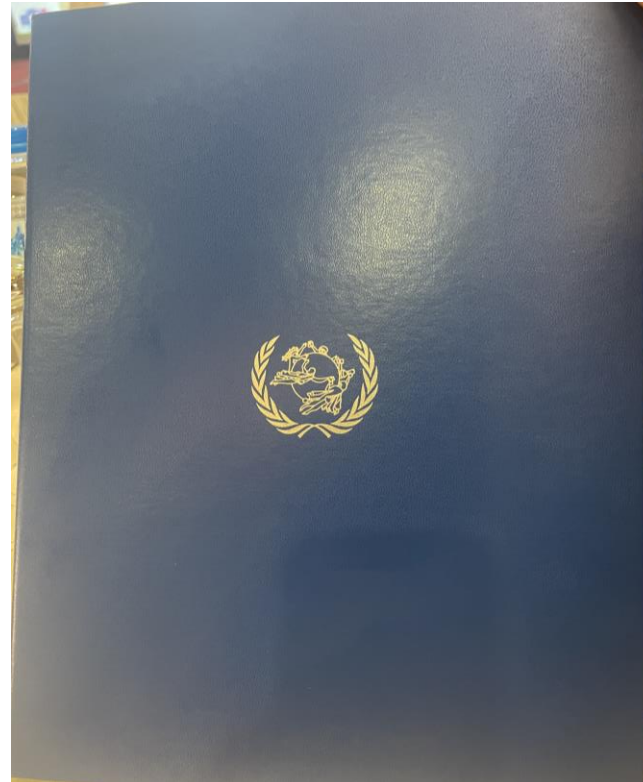
Aujourd'hui

Sélectionnez un élément à lire

Cliquez ici pour que le premier élément de la liste soit toujours sélectionné



# Pioneer award ceremony for SEYCHELLES.POST at the first SIDS Postal Leaders Forum – March 2024





# A sample of the UPU's .POST Online Footprint

- <https://ems.post>
- <https://address.post>
- <https://www.wnsstamps.post/>
- <https://www.oscar.post/#/dc>
- <https://cds.post>
- <http://globaltracktrace.ptc.post/gtt.web/Search.aspx>
- <https://udp.post>





**APPLY NOW : .POST Starter Package**









## Promoting Cyber Hygiene

- An online Cybersecurity & Cyber Resilience portal being established by the UPU.
- Will serve as a central gateway to cybersecurity and cyberhygiene awareness, sensitisation, and training resources.
- Leverages the security and trust of the .POST Top Level Domain.



 ask  check  test  learn

Our content partners

GLOBAL  
CYBER  
ALLIANCE







## Benefits

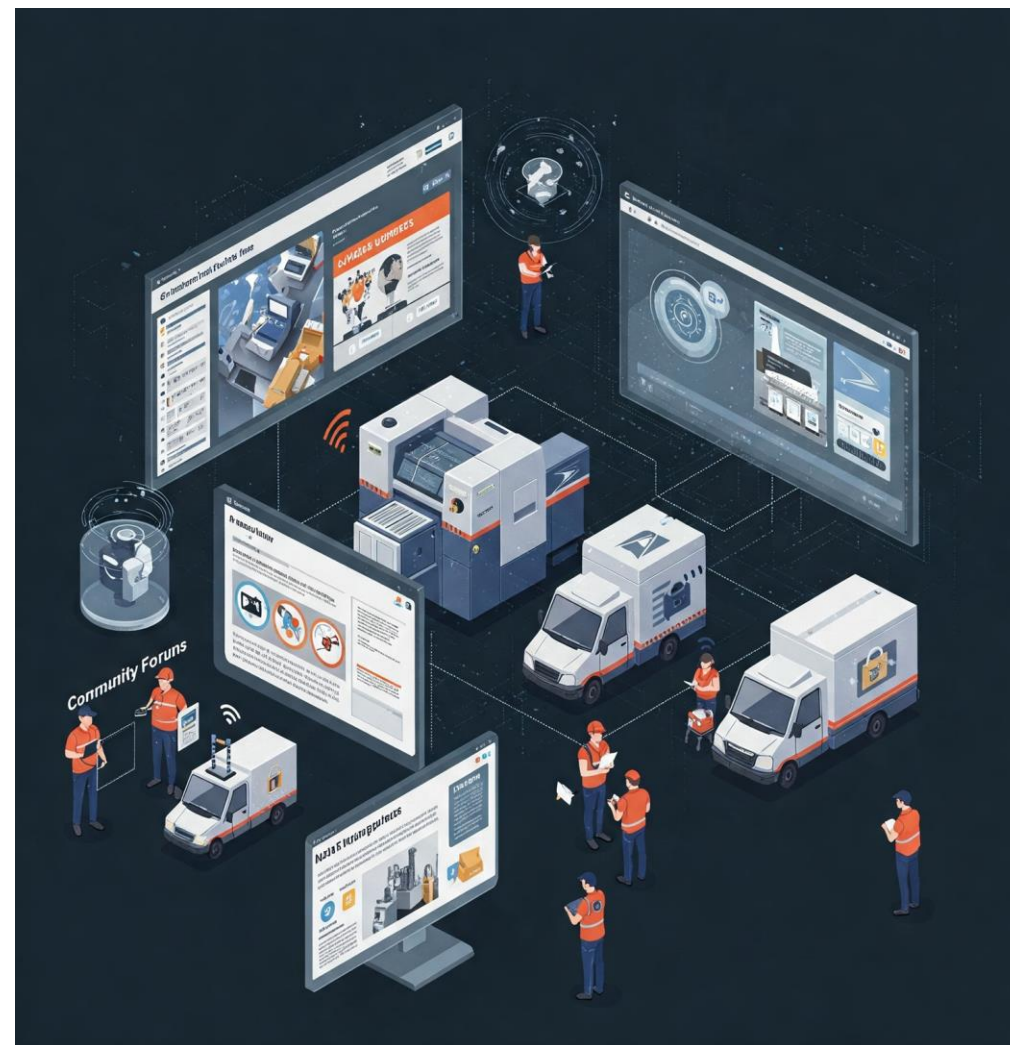


- Improves cybersecurity posture and mitigates cyber threats.
- Enhances resilience and ensures continuity of essential services.
- Provides global reach and coordination regardless of location or language.
- Offers a cost-effective solution with free or low-cost training and resources.
- Acts as a secure and trusted platform for reliable cybersecurity information.
- Aids in reputation management by demonstrating commitment to cybersecurity.
- Positions the UPU as an industry leader in cybersecurity.



## Features

- Cybersecurity best practices for postal and logistics organizations
- Awareness and training materials for employees and customers
- Cybersecurity news and updates on emerging threats
- Information on cybersecurity tools and services
- Cybersecurity forums and communities
- Access to materials from partners





**SECURE  POST**

## Promoting Industry Collaboration

- Information sharing platforms (e.g. UPU's POST-ISAC initiative, SECURE.POST, etc.).
- Joint threat intelligence and mitigation efforts.
- Coordinated response planning for large-scale attacks.
- Partnerships with cybersecurity experts.





**SECURE  POST**

# Approved Partners (Phase 1)







# The POST-ISAC: Collaboratively Strengthening Cyber Resilience

- **What is it?:** An initiative to design and develop an Information Sharing and Analysis Centre (ISAC) for the global postal and logistics sector.
- **Centralized platform:** Sharing critical information about security threats, incidents, and best practices.
- **Enhance safety and security:** Provide UPU members and stakeholders with the necessary information and resources.





# POST-ISAC: Key Objectives

- **Facilitating timely and secure sharing of cybersecurity threat intelligence.**
- **Encouraging cooperative efforts** in developing cybersecurity strategies.
- **Coordinating incident response efforts** and sharing lessons learned.
- **Collaborating on vulnerability management activities.**
- **Providing resources and support** to improve cyber resilience.
- **Addressing sector-specific cybersecurity challenges.**
- **Developing and delivering training and awareness programmes.**
- **Potentially facilitating collaboration with government and law enforcement.**
- **Conducting research and analysis** on emerging threats.
- **Fostering a sense of community** among members.





# POST-ISAC Pilot Onboarding

- UPU has launched the POST-ISAC pilot onboarding initiative in 2025.
- Early engagement opportunity with this vital project
- Pilot participants will help shape POST-ISAC's development
- Benefits include enhanced situational awareness, improved security posture, and strengthened cyber resilience.
- Access to timely threat information, and collaboration opportunities.
- Contact us today at [hello@trust.post](mailto:hello@trust.post)

Your participation in the pilot will be instrumental in demonstrating the value and impact of this critical undertaking.



A Trusted Digital Space for the postal and logistics sector. The UPU-sponsored .POST Top Level Domain and its accompanying Shared Services Platform is intended to increase the security of postal digital services and serve as a digital trust infrastructure for the sector.



**SECURE.POST:** The Cybersecurity Awareness Portal for the global postal and logistics sector. This online portal will serve as a central gateway to cybersecurity and cyberhygiene awareness, sensitisation, and training resources for postal and logistics organisations worldwide.



The UPU has established a cybersecurity framework that includes recommended .POST Security policies aimed at reducing common cyber threats such as domain hijacking, phishing, and spoofing.



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# The Future is NOW

- Cyber threats to the postal sector will **undoubtedly continue and potentially evolve in their sophistication**. The attacks we've discussed today are a reminder of this ongoing challenge.
- Proactive prevention isn't merely important; it's a **non-negotiable investment** every postal operator must make.
- Industry-wide **collaboration and intelligence sharing** are vital for staying ahead of the curve. By pooling knowledge and resources, we strengthen the collective defense against cyberattacks.
- Investing in cybersecurity isn't just about protecting data and services in the present; **it's about enabling trust**. Customers and businesses must feel confident that their information and transactions are safe when interacting with postal services.
- Cybersecurity should be woven into the fabric of postal innovation. As we adopt new technologies and expand digital offerings, **security has to be a central design principle**, not an afterthought.





**APPLY NOW : .POST Starter Package**





## HOW YOU CAN HELP

We strongly encourage your organisation to seize this opportunity and join our pilot onboarding initiative for the POST-ISAC scheduled to commence in 2025. Your active participation will be invaluable in shaping the future of cybersecurity collaboration within the postal and logistics sector, contributing to a safer and more secure global network.

We would be delighted to provide you with further information on our other cybersecurity initiatives, including the .POST Top Level Domain, the .POST Shared Services Platform, SECURE.POST and the UPU .POST Cybersecurity Framework.

We believe that by working together, we can significantly enhance the cyber resilience of the global postal and logistics sector and ensure the continued delivery of essential services in the face of evolving cyber threats.

We look forward to your active engagement in these critical endeavours.

Scan to join:



UPU | UNIVERSAL  
POSTAL  
UNION

Postal Technology Centre  
.POST Business Management Unit  
International Bureau  
Weltpoststrasse 4  
3015 BERNE  
SWITZERLAND

email: [hello \[at\] trust \[dot\] post](mailto:hello@trust.post)  
website: <https://isac.post>



# UPU-CTU MoU

- **Bern, Switzerland – 3rd March 2023:** The Caribbean Telecommunications Union (CTU) and the United Nations Universal Postal Union (UPU) signed a Memorandum of Understanding (MoU) to collaborate and promote digital transformation in postal services in the Caribbean region
- Under the terms of the MoU, the CTU and the UPU will collaborate to promote and carry out the deployment of the UPU's Digital Readiness for e-Commerce assessment in the Caribbean in order to contribute to the harmonisation of the region's digital transformation agendas. The aim is to provide seamless end-to-end e-commerce and e-government services throughout the Caribbean Region.
- Speaking from the UPU headquarters in Bern, SG Rodney Taylor stated, "The partnership between CTU and UPU will be a crucial element in promoting digital transformation and e-commerce in the Caribbean region. We believe that the deployment of the UPU's initiatives will greatly benefit the citizens and businesses in the region."

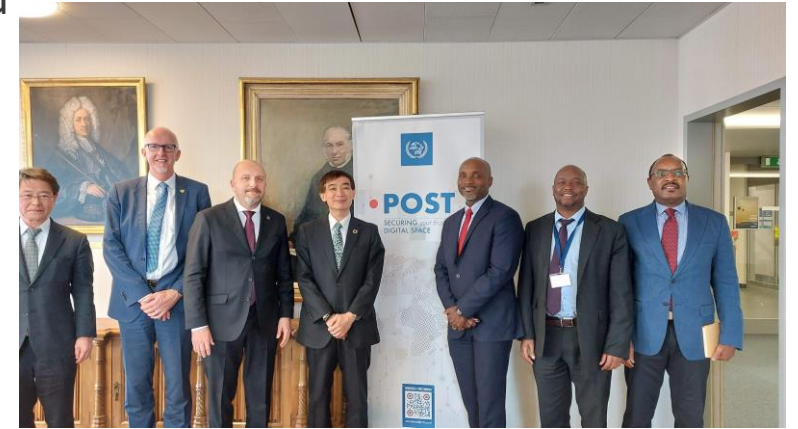






# UPU-CTU MoU

- The MoU will also explore the adoption of the UPU's sponsored .POST top-level domain within the postal sector in the region in order to enhance the authenticity and cybersecurity of the associated services provided by the UPU.
- The parties further agreed to the implementation of the UPU's CONNECT.POST initiative in the region with a view to ensuring complete internet access of all of the region's post offices.
- Importantly, the collaboration will greatly assist in the CTU's efforts to bridge the digital divide and promote digital inclusion in the Caribbean and to provide opportunities for growth and development in the postal and telecommunications sectors.





# Status of UPU-CTU MoU

**Postal Modernization and Digital Transformation Assessments**

**Barbados**

Onsite Mission in September 2023

Final Report delivered to the Government.

Follow-up implementation of some of the recommendations,  
e.g., development of an analytical accounting system





# Status of UPU-CTU MoU

Postal Modernization and Digital Transformation Assessments  
**Trinidad and Tobago**



Onsite Mission in December 2024

Final Report delivered to the Government



# Status of UPU-CTU MoU

Postal Modernization and Digital Transformation Assessments  
**Jamaica**

Onsite Mission conducted in February 2024

Final Report delivered to the Government







# Status of UPU-CTU MoU

Postal Modernization and Digital Transformation Assessments

## Belize & Grenada

Field missions conducted in April 2025

Final Reports anticipated to be delivered in Q4 2025





# Status of UPU-CTU MoU

## Caribbean Postal Union (CPU)

- Locked out of existing site
- UPU & CTU helped CPU transition to CPU.POST
- Website and email successfully migrated to CPU.POST





# **Cyber Resilience in the global Digital Economy:**

## **A Focus on e-Commerce Logistics**

**August 2025  
Tracy Hackshaw  
.POST Business Management Unit  
Universal Postal Union**