



INTERNATIONAL COMMISSION FOR POSTAL FINANCIAL SERVICE BUSINESS  
/ICPFSB/

## Post € Fin - Newsletter



### General Assembly

Venue : Reval Hotel Latvia, Elizabetes str.55, Riga Latvia



### SJSC Latvijas Pasts



#### The New Strategy - Vision

Latvijas Pasts is an advanced company with a good reputation that is built on business principles and provides society with a diversified line of services. Employee satisfaction, high quality standards and high level of customer attendance are the cornerstones of the service rendering;

Responsiveness is the main characteristic of Latvijas Pasts.

#### The New Strategy - Mission

- To provide universal postal service of the highest quality, efficiency, and economical availability; to optimise the rendering of services ensuring competitiveness and customer satisfaction nationwide;
- To develop current resources in a manner that utilizes their maximum efficiency in order to provide competitive services that ensure reasonable return on equity.

#### Some facts about

#### Latvijas Pasts

- Latvijas Pasts has been reorganized from non-profit state joint-stock company to **profit oriented** state joint-stock company in 2004.
- To maintain Postal Offices in every municipality is an obligation for the post (according to postal sector policy). Latvijas Pasts has 967 postal offices in the whole territory of Latvia, 10 postal outlets and 2 mobile post offices.
- The reserved area is being gradually decreased according to EU directive. Changes have been implemented into the National

Postal Law. Full liberalization of the postal market is expected in 2008.

#### Strategic Targets for the next 4 years:

- Customers' satisfaction level – 80 %
- Employees' satisfaction level – 75 %
- Profit level – 8 %
- AVG income per employee – 7000 LVL\* per year
- Positive company's image in the society



## General Assembly

**Venue : Reval Hotel Latvia, Elizabetes str.55, Riga Latvia**

**Place:** Conference room Delta on 26<sup>th</sup> floor

### AGENDA

#### FIRST DAY - 05 OCTOBER 2005

10.00 - 12.30

- **Check-in** at Reval Hotel Latvia (RHL)
- **Registration** at the General Assembly Desk **10.00-14.00 hours**

12.30 - 14.00

**Lunch - RHL Esplanade**

14.00 - 14.15

- Opening and welcome address by **Mrs Elena Petculescu**, President ICPFSB

14.15 - 14.30

- Constitutional Chapter - Presentation by the Secretariat

14.30 - 15.45

- Activity report - Presentation by the President

15.45- 16.00

- Coffee break

16.00- 16.15

- Activity planning - Presentation by the President

16.15 - 16.30

- Financial report - Presentation by the Mrs. J. Zivcovic— Internal Auditor

16.30 - 16.45

- Admission of new members- Presentation by the Secretariat

16.45 - 17.00

- Closure

18.30 -20.30

- Evening program **Riga Sight Seeing**
- and**
- **Dinner offered by the Commission - Restaurant Rosengrals**

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**Place:** Conference room Delta on 26<sup>th</sup> floor

### AGENDA

#### SECOND DAY - 06 OCTOBER 2005

09.00 - 10.45

- **First European Round table on PFS**– main items to be covered

- *European overview of the current state of the PFS*
- *Impact of Postal Service liberalization*
- *Cooperation models Post - Postbanks*
- *Experiences in expanding PFS*
- *etc.*

10.45 - 11.00

- **Coffee break**

11.00 - 12.00

- **Case studies**

- *Latvia*
- *Romania*

12.00 - 12.30

- **Panelists discussion**

12.30 - 12.45

- **Q&A session**

12.45 - 14.00

**Lunch - RHL Esplanade**

14.00-21.00

- **Cultural program offered by Latvia Post**
- **Castle “Rundale”**
- **Museum of Ethnography**
- **Dinner offered by Latvia Post - Priedes krogs**

#### DEPARTURE - 07 OCTOBER 2005

- **As far as applicable and dependent on the individually arranged travel schedules, check-out from the hotel, transfer to the airport and the return journey will take place on Thursday 06 or Friday 07 October 2005.**

## Location and other useful and practical information

### Travel Schedule

The participants/ delegation are kindly invited to inform by E-mail the ICPFSB' Secretariat at [info@icpfsb.org](mailto:info@icpfsb.org), about their international flights details (date/hours of arrival/ departure in Riga, Latvia). Contact person from Latvia Post International Relations department will be [agnese.alksne@post.lv](mailto:agnese.alksne@post.lv).

### Transfer (Airport Riga – Reval Hotel Latvia)

Distance from the airport to the centre of Riga is 13 km. Taxi fair is 10 – 15 EUR, time of a taxi-ride 15-20 minutes. Taxi accept cards, if you will choose TAXI RIGA (red cars standing out side the arrival gates) - phone number: + 371 8001313.

### Accommodation

All participants will be accommodated in Reval Hotel Latvia. The hotel has a very good location in the heart of the Latvia's capital Riga. The building offers a wide range of facilities varying from cafes, restaurants and conference rooms etc.

Rate include breakfast, sports centre and VAT.

Single Room	85EUR
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Address: Reval Hotel Latvia  
Elizabetes str. 55  
LV – 1010, Riga  
Latvia

Phone: + 371 7772222  
Fax : + 371 7772221  
<http://www.revalhotels.com/eng/latvia>

Reservation is made by Latvia Post. If you have any questions, please contact directly to Agnese Alksne International Relations Specialist.

Phone: + 371 7018817 Fax: + 371 7018823

E-mail: [agnese.alksne@pasts.lv](mailto:agnese.alksne@pasts.lv)

### Evening Cultural Programme

5.10.2005 - Old Riga Sight Seeing and dinner offered by Commission in most ancient (premises first mentioned in the script in 1293) wine-vault and festival place of the Riga City Council.

6.10.2005 - The Rundales Palace Sight seeing - it was the summer residence for the Duke of Courland Ernst Johann Biron built from 1736 to 1740 and from 1763 to 1768 by architect Francesco Bartolomeo Rastrelli. Dinner will be offered by Latvia Post in Museum of Ethnography.

### Registration

The participants are required to register themselves at the IC PFSB' Secretariat **until 30 September 2005**

### Local secretariat

Latvia Post - International Relations Department

SJSC Latvijas Pasts  
International Relations Department  
Phone: + 371 7018817;  
Fax: + 3717018823  
Aspazijas blv 24, Riga,  
LV – 1050 Latvia

E-mail: [agnese.alksne@pasts.lv](mailto:agnese.alksne@pasts.lv) or [intl@pasts.lv](mailto:intl@pasts.lv)

## REGISTRATION FORM

### PARTICIPANT (please complete clearly in block capitals)

Last name .....

First name/Title .....

Organization .....

Position .....

Street .....

Postal Code/City .....

Telephone .....

Fax .....

E-mail .....

Arrival date (flight details) .....

Depart. date (flight details) .....

Signature .....

Please copy, fill in and fax to +40 21 326 8520

## **From the Statute of ICPFSB—2005 Brasov's meeting**

### **"The ICPFB has the following objectives:**

- to contribute to the realisation of the strategy of the UPU in the business field;
- to collaborate with the UPU to rejoin the common objectives and to improve the relations between the member countries and between them, the UPU and the other international organizations;
- to represent and support at the UPU and other international organizations the demands of the different members to establish collaboration relations and development on the business basis;
- to facilitate the exchange of experience and the best practice among members;
- to take into account needs of the customers and of the markets from the business and marketing field; "

### **ICPFSB**

#### **Secretariat**

Members:

- **Hermina Apostol**
- **Elena Popovici**

#### **SC Bancpost SA**

#### **Communication Division**

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#### **The coming Agenda:**

##### **3-4-5 October, 2005 - Paris**

*The 9<sup>th</sup> International Postal Technology  
Exhibition and Congress  
Post - Expo 2005*

##### **5 - 6 October, 2005 - Riga**

*International Commission for Postal  
Financial Service Business  
General Assembly*

##### **19 October, 2005 - Bern**

*UPU' Postal Operations Council (POC)  
Postal Financial Services Group (PFSG)  
meeting*

**Postal address: - SC Bancpost SA**

#### **Sediul Libertății**

**Bd. Libertății nr. 18-20,  
Bl. 103-104, Sector 5,  
050706 București,  
România**

#### **SC Bancpost SA - Sediul Central**

#### **Sediul Vitan**

**Calea Vitan 6-6A, Sector 3,  
031296 București,  
România**

**Please visit us at:  
[www.icpfsb.org](http://www.icpfsb.org)**