Mastering European postal and delivery regulation

A TWO-DAY TRAINING COURSE

CULLEN INTERNATIONAL

in-person training

regulation made simple

Mastering European postal and delivery regulation

TRAINING

in-person

The training covers the key regulatory issues affecting the sector, including:

- a historical perspective and the aims of European postal regulation;
- a clear overview of regulatory concepts, issues, and developments in the postal and parcel delivery sector;
- a review of the challenges facing traditional postal operators and how they are reacting in different ways to these challenges;
- how the concept of universal service has been predominant in European postal regulation and how this concept has developed over time, reflecting changing market realities;
- the challenges arising for the postal sector as a result of the significant decline in mail volumes;
- a review of the growing parcel delivery sector and its regulation;
- the growing relevance of horizontal forms of regulation, particularly those governing e-commerce;
- new and continuing challenges for operators and regulators arising from associated issues, such as environmental concerns, protection of end-user rights and cross-border delivery (including terminal dues);
- possible changes in the scope and definition of universal service.

Who should attend and why?

This masterclass will be of particular interest to:

- seasoned regulatory experts who have become specialised in a specific regulatory area but who wish to refresh their understanding of the broader range of regulatory issues;
- individuals who have recently moved into a regulatory position and wish to acquire a rapid grasp of the key debates;
- people who are not in a regulatory position but whose work often involves a regulatory context and who wish to gain a better understanding of these issues.

Furthermore, the programme will:

- offer a clear insight into the main issues of the EU regulatory framework affecting the postal and parcel delivery sectors, and other relevant EU legislation;
- explain how these issues affect participants' own national regulatory environment; and
- provide a forum for participants to learn and exchange views on the emerging questions faced by the postal and parcel delivery industry.

The training organiser

Cullen International provides regulatory, competition and sustainability intelligence in telecoms, media, postal and the digital economy - covering developments across Europe, Americas, the Middle East and North Africa, as well as key trends across the globe.

For almost 40 years, we have been providing comprehensive, neutral, unbiased, timely information that is trusted by industry and official institutions alike. We are widely recognised as the leading regulatory intelligence provider in the field.

Our subscription services consist of a unique range of alerts, reports, benchmarks and enquiry services that are complemented by our topical conferences and regulatory training offer.

We are also regularly selected to carry out important research and studies for the European Commission and other organisations and we are frequently sought out to chair and make presentations at industry events.

COURSE TIMINGS

For future course dates, please visit our website:

www.cullen-international.com

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Armen Ghalumyan, *Head of Postal,*

leads our research on postal regulation in Europe, ensuring the timely delivery and continuous improvement of high-quality content. Armen re-joined Cullen International in 2023 after working on regulation and market access in the satellite communications sector.

Peter Dunn, *Director of European Relations,*

is responsible for developing and maintaining close relations with Cullen's clients and other contacts in Europe. He regularly presents Cullen's research in industry conferences and training courses. Peter also leads the regulatory intelligence service covering sustainability. Before joining Cullen International in 2010, he worked in the UK and continental Europe for Orange and for Colt, and for Digicel Group in the Caribbean.

Martin Schraa, *Principal Analyst,*

follows postal regulation in the Netherlands. His main responsibility is to cover telecoms regulation at the EU level, covering the European Commission, Parliament, Council and BEREC. Martin joined Cullen International in 2007 after an internship at the European Telecommunications Network Operators' association (ETNO).

Céline Senay, *Senior Analyst,*

follows postal regulation in France and Luxembourg. Céline holds a master's degree in economic law from the Université Libre de Bruxelles (ULB) and an advanced master's in Information and Communication Technology Law (ICT) from Université de Namur, Belgium.

Michael van Maris van Dijk, *Senior Analyst,*

follows postal regulation in Austria and Belgium, as well as telecoms regulation in Cyprus. He also follows European developments in sustainability regulation. He holds a BA in Law with Law Studies in Europe from the University of Oxford.

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Definitions

- Defining a postal service and postal items
- Boundaries between postal and related markets
- Sources of definitions (UPU, EU legislation, CJEU decisions)

History of EU postal market and regulation

- Looking at the postal market prior to 1997
- Lead-up to the first Postal Directive
- Main objectives of the EU framework

Key elements of EU postal framework

- Universal service – scope and definition
- Financing, including state aid

End user protection

- Affordability of postal services, including pricing and price controls
- Quality of service and reliability measures
- Complaints handling and end user compensation

How the letters market has changed

- Changes since the third Postal Directive
- Impact of digitisation

Universal service

- Identifying stress areas, regulatory failures and misalignment with the current market
- Changing universal service conditions, including delivery frequency, quality of service and pricing
- How different countries and postal operators are responding to existing challenges
- Impact of evolving market on end users, postal operators, regulations and government finances
- Timeline for potential revision of EU framework

Market trends in e-commerce and parcels delivery

- Growth of e-commerce
- Increasing role of online platforms and emerging business models
- Consumer protection and shift to recipient-focused approach
- Parcel returns

Cross-border parcels regulation (CBPR)

- Elements of CBPR
- Practical application and alignment with market conditions

Parcel lockers

- Benefits of parcel lockers
- Existing market trends
- Applicable regulations

VAT and customs

- VAT and customs rules for cross-border e-commerce
- Union Customs Code

Environmental challenges

- Contextual overview
- Specific challenges for postal sector
- Initiatives and targets by postal service providers

"The masterclass provides a clear regulatory overview of European postal regulation, both of the current regulation and of the challenges ahead."
NKOM

"This 2-day course gives you a valuable overview about the regulation in the postal sector of the EU. I warmly recommend it!"
Swiss Post

For more information

On the programme, contact
Armen Ghalumyan
Tel: +352 661 90 80 45
armen.ghalumyan@cullen-international.com

On administrative questions, contact
Sarah Vergote
Tel + 32 (0)2 738 72 03
events@cullen-international.com

How to register?

Please register by filling in the respective registration form on our website:
www.cullen-international.com

Fees

Fee per delegate

Early-bird fee ..... € 1,550 (€1,876 VAT included)
Standard fee ..... € 1,800 (€2,178 VAT included)

21% Belgian VAT applies on ALL bookings.

10% discount for multiple registrations from the same organisation.

The fees include the course materials, refreshments, lunches on the two days and dinner on the first evening. They do not include travel costs nor accommodation.
Payments can be made by credit card or by bank transfer and should be made before the training starts. Registrations will only be confirmed after the payment is received.

Trainings and conferences general terms and conditions

A. Limited number of delegates

To ensure a high-quality training/conference experience, the number of participants in the training/conference programme will be limited. Cullen International reserves the right to refuse registrations once the maximum number of participants is reached.

B. Cancellations and substitutions

Cancellations must be made in writing. Full refunds will be paid only if cancellations are received by Cullen International 30 days before the start of the training/conference course. There will be no refund in case of cancellations within 30 days before the start of the training course. Delegate substitutions can be made at any time. They must be communicated to Cullen International before the start of the course.

C. Non-attendance

In the event of non-attendance, full training/conference fees will remain payable, and no refunds will be paid.

D. Changes to programme, venue or date or format

Cullen International reserves the right to make changes to the programme, the venue, the presenters and the training format. Cullen International also reserves the right to cancel or re-schedule the training/ conference if there are insufficient participants. Delegates will be notified in good time and will be entitled to a refund of the fee if the training/conference is cancelled or is changed to a date which is not convenient for the delegate. In case the training course cannot be organised onsite, because of any event preventing the training organisation in a classroom format, Cullen International reserves the right to change the course format to an online course. Participants will be notified in due time. If the course is changed to an online format, Cullen International will not reimburse any travel or accommodation costs. It is strongly recommended that participants include a cancellation insurance when booking travels and accommodation.

E. Invoicing and payment conditions

Registrations will only be effective after payment receipt and payment must be done before the event takes place. Cullen International reserves the right to refuse attendance of a participant whose invoice has not been paid prior to the event. Cullen International also reserves the right to refuse registrations to members of organisations who had registered participants to previous events and not paid their invoices. The delegate shall provide, while registering to attend an event, all requested information necessary for the issue of the invoices. All invoices are payable in total, for the amount invoiced including the taxes stated on each invoice (VAT). No withholding for tax or administrative reasons will be accepted.

F. Data protection

Your personal data will be used for the purpose of organising the training or conference. Cullen International will also subsequently use such data to inform you of its future training programmes and other activities or services, unless you opt out by sending us an email. Your personal data will not be communicated to any third parties.

G. Confidentiality and copyright

All Cullen International training/conference material is subject to normal copyright conditions. Any copy is subject to prior written authorisation from Cullen International. The training/conference material is for the delegate's own use and may not be disclosed to any third party. It shall be treated with a high level of confidentiality, in the same way as the delegate protects its own confidential information.

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Cullen International SA
Clos Lucien Outers, 11-21
B-1160 Brussels, Belgium
Tel : +32 2 738 72 00

events@cullen-international.com
www.cullen-international.com