

# FROM GPO TO TTPOST

TTPOST  
**10<sup>th</sup>**  
ANNIVERSARY  
1999-2009



## A Message from the Managing Director, Mr. Sheldon Cyrus

The Trinidad and Tobago Postal Corporation (TTPost) is the pivotal institution in the Postal Sector of the Republic of Trinidad and Tobago. It is the National Operator in an industry that impacts on the daily lives of people all over the world. Even in the digital age, the Postal Sector remains the most accessible means of communication and message delivery.

The rapid changes to the Postal Industry worldwide occurred in the eighties, with increased competition, the effects of globalisation, and the explosive growth in the use of electronic delivery over the use of traditional letter mail. Against this backdrop of change, the Government of the Republic of Trinidad and Tobago (GoRTT), as part of its National Development Plan, decided to embark upon a Postal Sector Reform Programme.

GoRTT's Reform strategy aimed to significantly improve the efficiency, coverage and security of the postal system, by transforming the General Post Office (GPO) from an entity that was underperforming by international standards, in terms of the collection and delivery of mail and associated services. As a result, change was inevitable, as we aspired to be something better and to deliver a world-class product to the people of Trinidad and Tobago.

Consequently TTPost, a statutory Corporation, was established under the Trinidad and Tobago Postal Corporation Act No. 1, of 1999. The Act itself provided a framework for the reform of the old Post Office and dictated the transition path from a Government Department to a viable corporate enterprise.

It was envisioned that the newly established

TTPost, would provide efficient and effective delivery of mail, as well as related products and services.

Following a competitive international bidding process, Government contracted Transend Worldwide Limited (TWWL), formerly New Zealand Post International Limited in 1999, to manage the operations of the newly formed TTPost under a 5-year Delegated Management Arrangement (DMA). This was the first stage of the transformation process.

Over the years, the transformation has seen the upgrade of the postal operations and infrastructure with the development of a robust Retail Network comprising 14 Corporate Shops and 94 Franchises. Also, there has been increased mail delivery service from 49% of households in 1999 to 97.9% of households in 2009, and improved mail delivery times from six days to next-day delivery for 96% of households. The Corporation's transformation is an ongoing one, as we continue to update our plans, infrastructure and technology to keep pace with international standards and norms.

Standards are important prerequisites for effective postal operation and for interconnecting the global postal network. TTPost's commitment to adhering to such standards, is evident by Trinidad and Tobago being Co-Vice Chair of the Council of Administration (CA) of the Universal Postal Union (UPU). The UPU is an international body of postal operators comprising 191 member countries and the CA is the major governing body that administers the work of the UPU.

Today, TTPost connects the people, businesses and GoRTT through the delivery of messages, goods and payments, with a reach and quality of service

that seemed only a dream ten years ago.

We continue to change the way we operate as we find new ways to serve our customers and become more efficient, while building a platform for future advancement.

As the Corporation heads towards the 21st Century, it continues to focus on implementing its restructuring strategy to keep pace with its counterparts in developing countries. We have set very challenging targets aimed at improving the efficiency of the internal operations of the Corporation in order to deliver an improved level of service to you, our valued customers.

The TTPost brand has indeed become a very strong brand in Trinidad and Tobago and the region, one that is synonymous with innovation and efficiency.

Now, the Corporation celebrates its ten years of service to the nation. It is with a profound and humble sense of history that we acknowledge the time-honoured past of TTPost, even as we strive to accomplish the objectives rationally pursued under the mandate of Vision 2020.

I would also like to acknowledge the contribution of the management and staff of the Corporation, as well as the Board of Directors who continue to show their strong commitment to the transformation process. Special mention must also be made of the support received from the Ministry of Public Utilities. We have indeed transformed the old postal services into a remarkable public entity. The people and businesses of Trinidad and Tobago have a true world-class Universal Delivery Service.

be a  
**Billpay**  
fan!

**Real-time payment -**  
your bills are paid within 24-hours

**One-stop shop -**  
get all your bills paid in one location

**Convenient locations -**  
twenty eight (28) locations nationwide and  
Saturday opening hours at selected locations



TTPOST  
**Billpay**  
THE EASY WAY!

# PROVIDING SOLUTIONS

## What we offer

## TTPOST

### Noteworthy Achievements:

Since its inception, the Corporation set a positive path towards stabilising and building institutional capacity, expanding business, and solidifying its financial position, in those and other areas. TTPost has registered notable accomplishments as follows:

#### Overall Performance:

- ✓ The Opinion Leaders' Panel Survey (MOR) Caribbean identified TTPost as the Number One Public Utility in 2007 and in 2008.

#### Operational:

- ✓ In Tobago, TTPost increased its home delivery points from 5,400 in 1999 to 18,200 in 2009, improving island coverage to 94.4 percent. In addition, in Trinidad TTPost increased its home delivery from 171,748 in 1999 to 282,472 in 2009. From a delivery target of 96 percent, total national coverage stands at 97.9 percent as at November 2009. This level of coverage is in keeping with world-class postal standards for universal service.
- ✓ The Corporation has developed a robust Retail Network of 14 Corporate Shops and 94 franchises conveniently located across Trinidad and Tobago.
- ✓ Between 1999 and 2009, items processed rose from approx 41M pieces to 62M pieces per annum.
- ✓ The Corporation has implemented two state-of-the-art x-ray scanning machines for the purpose of ensuring the safety and security of all inbound and outbound parcels.
- ✓ Cutting-edge information technology was introduced across the organisation, enabling new capacities for Intranet, Website, wireless Internet, Track and Trace etc.
- ✓ The Corporation also implemented a Records Management System.

#### Corporate:

- ✓ The Corporation introduced commercial products and services such as Direct Mail, Unaddressed Mail, Local and International Courier, international personal mail box service (TTPak), Billpay (recently upgraded), Philatelic (stamp collection) and a range of merchandise products.

#### International:

- ✓ TTPost gained much-coveted membership in the prestigious Vice Chairmanship of the UPU's Council of Administration, for the 2009-2012 Postal Cycle.
- ✓ The organisation secured, for the first time, membership on the UPU's Universal Service Obligation Committee and its Development Co-operation Committee.
- ✓ The Corporation obtained from the UPU/Brexit rating in 2006 and Gold in 2007, for its Express Mail Service standards.
- ✓ The Corporation was elected to the Board of the Caribbean Postal Union.
- ✓ TTPost was the 'Train the Trainer' for the implementation of the Thalia Post Cost Accounting System for the Pan Caribbean, on behalf of the UPU.

#### Employee focus:

- ✓ The Corporation implemented a Group Health and Group Life Plan, an Employee Assistance Programme and official HR Policies and procedures.

As we acknowledge the time-honoured past of TTPost, we will build on the accomplishments realised thus far and at the same time, embark on a course of action that best positions the company for the challenges ahead.

Recent decades have seen the postal sector change in many ways. Posts have entered into new business areas, such as financial services. New technologies have emerged, and as the communications and technology infrastructure of Trinidad and Tobago continue to evolve, so too must the Trinidad and Tobago Postal Corporation.

From a Distribution Network comprising 67 delivery offices, 14 corporate shops and 94 Franchises, TTPost ensures the acceptance, handling, conveyance and delivery of core postal products – such as letters, printed material and packages – collectively known as 'letter post items'. Additionally, to support its financial viability, the Corporation has developed and introduced a wide range of core and non-core related products and services over the years, which are convenient and cost effective to the general public and, ultimately add to the overall quality of their daily lives.

#### Core Products/Services

- \*Bulk Mail - Permit Post
- \*Stamps - Aerogramme
- Franchising Machines
- Pre-paid Envelopes
- Registration Tickets

- \*PO Box
- \*PO Bags
- \*Person Post
- \*Express Mail

#### Non-Core Products/Services

- \*Direct Mail
- \*Unaddressed Mail
- \*Philatelic
- \*Billpay
- \*Local Courier
- \*International Courier (TNT)
- \*Merchandise
- \*International Shopping mailbox service (TTPak)
- \*Database Access/Kiting

Core Postal Products refers to: those products/services that form part of the Universal Service Obligation (USO), consisting primarily of letters and parcels.

Non-Core or Commercial Products refers to: the commercial suite of products, developed to complement core products geared towards meeting customer demands in an evolving market, while achieving growth in revenue and volume.



**DIRECTV.**  
Congratulates

**TTPOST**

on their

**10<sup>th</sup> Anniversary**

and wishes them continued success.

**TTPOST**  
Trinidad and Tobago  
Postal Corporation

**DIRECTV.**

TTPOST  
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ANNIVERSARY

# PHILATELIC CORNER

## Prestigious Philatelic issues over the years

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The Trinidad and Tobago Postal Corporation's philatelic programme is aimed at producing stamp issues that are reflective of the culture, history, environment, heroes and social issues of Trinidad and Tobago. The Corporation began producing stamp issues since 1999, in pursuance of its statutory responsibility of producing philatelic products, and a Philatelic Committee was established in 2003. One of the main responsibilities of the Committee is to develop the annual Philatelic Programme. Over the years, the Corporation has produced numerous stamp issues, some of these issues included:



**Carnival 2004 - Vintage Calypsonians**  
The Corporation produced a Stamp Issue honouring our many vintage calypsonians such as Nap Hepburne, Lord Bynnet, the Flighty Sparrow, the Lord President, Collyso Rose, the Lord Kitchenier, the Roaring Lion and the Mystic

Provier. In this way TTPost paid tribute to some of the greatest calypsonians of our time.



**Wendy Fitzwilliam - Miss Universe 1998**  
TTPost honoured Trinidad and Tobago's own Ms Wendy Fitzwilliam, with a special issue of Commemorative Stamps, Official First Day Cover and Souvenir Sheets. The Trinidad and Tobago entrance beat all other contestants to take the Miss Universe title on 12th May 1998. Wendy is the second Trinidad and Tobago representative to win the Ms Universe Title, which carries with it the accolade of the most beautiful woman in the world.



### Chinese Arrival

TTPost was proud to celebrate the 200th Anniversary of the arrival of Chinese in Trinidad and Tobago through a Commemorative Stamp Issue. This is a significant milestone in the history of our multi-ethnic, multi-cultural society. This issue showcased artwork from esteemed local artists of Chinese descent, who have contributed tremendously to the development of art in Trinidad and Tobago.



### Island Paradise

Island Paradise portrayed the beautiful underseas life in our sister isle, Tobago. This stamp issue was splendid in colour and emphasises TTPost's appreciation for our natural environment. The amazing underseas life of Tobago which forms one of the major tourist attractions was well displayed in this picturesque, beautiful stamp issue.

### World Aids Day

World Aids Day was an important stamp issue which highlighted a topic of global social interest. TTPost embraced the opportunity to create greater awareness on HIV/AIDS and its prevention. This stamp issue was particularly special to TTPost as it featured many of the TTPost employees and their families, in the spirit of coming together to support this cause.



that splendid day in St John's Antigua - April 12th 2004; a day, which will forever warm the hearts of Brian Lara fans near and far.

### Brian Lara

TTPost presented to Trinidad and Tobago and the rest of the world this special Commemorative Stamp Issue to further mark in history the prowess of the unrappible batsman. The issue contained five Commemorative Stamps, a Souvenir Sheet and First Day Cover, which serve to recapture the magic and Jubilee of the 2004; a day, which will forever warm the

### Tobago Heritage

TTPost celebrated our Tobagonian culture, embodied in the vibrant Tobago Heritage Festival, through this Stamp Issue with images that give a glimpse into Tobago's past, traditions and beliefs.



### Slavery

This stamp issue was a joint venture with UNESCO, commemorating the struggle against slavery and its abolition. The year marked the bicentennial of the first independent black state, Haiti. The stamp illustrated the country's history of African slaves in their fight for freedom.



### Commonwealth Heads of Government Meeting

In commemoration of the Commonwealth Heads of Government Meeting 2009, TTPost issued official stamps. The stamps celebrated the historical meeting held on November 27th to 29th 2009 hosted by the Government of the Republic of Trinidad and Tobago.

### TTPost 10th Anniversary

To commemorate the Corporation's ten year Anniversary, a Souvenir Sheet was issued. The stamps images illustrated the transformation of TTPost 'from then... to now'. The stamps capture images of both the previous Head Office and new Head Office facilities.



### Other stamp issues over the years include:

- 150th Anniversary of the St. Mary's Children's Home
- 100th Anniversary of World Scouting
- Centennial of the Re-opening of the Red House
- Trinidad and Tobago Cricket World Cup 2007
- The United Nations Convention to Combat Decertification
- Arani and the Cricket Match (Children's Stamp Issue)
- CSME (The Caribbean Single Market and Economy)
- Old Time Mas

# TTPost as a Corporate Citizen



TTPost is one of the most visible corporate citizens in Trinidad and Tobago, through its role as the supplier of one of the nation's key necessities. The Corporation is also highly respected for its competence, as it successfully competes against key players in the global arena.

As a good Corporate Citizen, TTPost is cognizant of its responsibility to invest in the social, physical and economic development of the communities in which it operates. As such, over the years TTPost has been aligned with the nation's strategic development agenda – Vision 2020 – through its support of governmental, non-governmental and community-based initiatives in the following areas: -

- Educational initiatives benefiting multiple public school students
- Educational initiatives benefiting displaced women and single parent families
- Social initiatives benefiting multiple public school students
- Social initiatives benefiting displaced women and single parent families
- Social initiatives targeting displaced children
- Social initiatives targeting battered women
- Social initiatives celebrating the diverse religious and cultural festivals in Trinidad and Tobago
- Social initiatives promoting the national culture of Trinidad and Tobago
- Financial assistance to patients undergoing treatment for terminal illnesses
- Financial assistance to TTPost employees recovering from natural disasters
- Financial assistance to official TTPost employee activities
- Assistance to registered charities through the Government-sanctioned Community Post Project – this project involves the distribution of quantities of free-postage envelopes to selected NGOs and other community-based groups each year.

TTPost's strong network supports communities across Trinidad and Tobago... delivering more than just mail.



**TTPost**  
Trinidad and Tobago  
Postal Corporation

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## T&TEC and TTPost ... a customer service partnership

The Trinidad and Tobago  
Electricity Commission  
congratulates the  
Trinidad and Tobago Postal Corporation  
on delivering

*10 years*

of growth and transformation.

**T&TEC - Leadership in Energy Delivery,  
Excellence in Customer Service  
...enhancing the quality of life for all.**