

## Security of Customers' Mail and Royal Mail Group Property

### Guide for employees

This guide outlines the responsibilities of Royal Mail Group employees in maintaining the security of customers' mail and Royal Mail Group property.

#### Main topic areas

- Overview
- Definition of mail
- Security of the mail
- Breach of security standards
- Theft by an employee
- Avoidable damage to mail
- Where to go for further information

#### Getting help

Contact your manager if you have any queries about this guide.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 606063 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access go to:  
<https://www.psp.royalmailgroup.com>



# Security of Customers' Mail and Royal Mail Group Property

## Guide for employees

### Overview

Royal Mail Group has an obligation to minimise the risk of loss, theft, damage and interference to mail or Royal Mail Group property. Any loss or breach of security undermines confidence in our ability to safeguard the mail. It may attract negative media attention and adversely affect customer confidence, retention and growth.

### Definition of mail

For the purposes of this guide, the term "mail" includes all items which individuals are entrusted to collect, process, convey, deliver or otherwise handle or have access to. This includes letters, parcels and unaddressed items.

### Security of the mail

Royal Mail Group expects high standards from employees when dealing with the protection of mail in its possession and everyone in the business has a responsibility and part to play in maintaining the appropriate level of protection.

When mail is put at risk and when any Security Standards or related Standard Operating Procedures are broken, the matter must be fully investigated and action may be taken in line with the Conduct Policy.

Employees must protect the security of the mail by:

- Ensuring they are aware of and have access to the security standards and related procedures required in their role
- Individually or collectively working to or complying with the standards
- Reporting any instances of loss, theft, damage or interference

Mail must be prepared and delivered correctly in line with agreed day to day business procedures.

### Breach of security standards

#### Breach of security standards – mail related

Whether mail is stolen or not, a conduct investigation can still take place in respect of an employee whose actions cause the mail for which they are responsible to be insecure. Points to consider:

- Was mail left insecure by not following operational specifications?
- Was the employee using the correct piece of delivery equipment for the role they were performing? If not, is this out of choice by the employee or due to lack of appropriate equipment at the unit?
- Was the piece of delivery equipment used in line with business processes?
- Has the employee received appropriate training to use the piece of delivery equipment?
- Is there evidence to demonstrate they have been briefed on the importance of securing the mail?

Reports of insecure mail can come from a number of sources including:

- Information from a member of the public or reports from another employee within Royal Mail Group. In both of these cases the manager will need to consider all relevant factors
- Through the findings of a visit undertaken by managers

- Through loss of mail reported by the employee themselves

Examples of mail left insecure may include:

- Mail left insecure and accessible in an unattended and unlocked vehicle. Where shared vehicles are used the manager must establish which employee was responsible for the breach in security. Where it is not possible to establish which employee is responsible, managers should contact HR Services Advice & Support
- Misuse of delivery equipment which makes the mail contained on or within insecure. This will include mail within high capacity trolleys and light weight trolleys, where the delivery equipment is left insecure or the equipment has been left unattended for longer than the operational specification for that piece of equipment
- Delivery pouches left unattended and insecure at any point on a delivery
- Mail left at an unauthorised drop off point
- Door-stepping - items left in an insecure location at or around customers' premises

#### Breach of security standards – non mail related

On occasions security standards are breached without any loss of mail e.g. a Royal Mail vehicle is left unlocked, unattended and in an insecure location, even if there is no mail in the vehicle. This is still a breach of security standards. the matter must be fully investigated and action may be taken in line with the Conduct Policy.

#### Access control

It is important that correct access control procedures are in place to secure the estate and business assets as well as safeguarding the mail. Photo ID badges must be worn at all times. Points to consider:

- Were the correct access control procedures in place?
- If not, did this facilitate an offence taking place?

#### **Theft by an employee**

Managers must ensure that any incidents of suspected theft are reported to the Security Helpdesk immediately on 0207 239 6655 or 5474 6655.

#### **Avoidable damage to mail**

This applies when mail is damaged while in the course of the post and the damage could have been avoided by ensuring the mail was treated correctly. This also needs to be fully investigated and action may be taken in line with the Conduct Policy.

#### **Where to go for further information**

The Getting Help box on the front page tells you where to find further information.

Guidance is also available on the Policy and Information Site on PSP and HR pages on the intranet (for non-PSP users).