GOLDEN MOMENT

Find your scratchcard inside to win one of 50 £100 prizes of your choice on myroyalmail.com

Simply scratch below to reveal your special code and log on to www.myroyalmail.com to see if it matches one of the winning codes.

SCRATCH AND WIN!

To celebrate the new-look myroyalmail.com, we've got 50 prizes worth £100 each up for grabs.

SEE HOW WE PRODUCED OUR TEAM GB GOLD MEDAL STAMPS OVERNIGHT – PAGE 3
CELEBRATING SUCCESS

FOR OUR PEOPLE

The stamps on press... in print... July/August 2012

FOR OUR CUSTOMERS

Marketing mail – the best delivery and marketing mail business in the UK. Research shows how valuable direct mail, both addressed and unaddressed, can be to businesses. It is a cost-effective way for them to advertise to consumers, often as part of a multi-media campaign.

FOR OUR COMPASSIONATE CUSTOMERS

We have received thousands of stories from families and friends of the 2012 Olympic and Paralympic Champions, about how important the stamps are to them, and how they will be raising money by ‘growing a beard’ for Movember. We will tell you more in our September issue.

IT’S GREAT to see this issue celebrating the fantastic gold medal head of Team GB through our stamps, all produced overnight. A brilliant idea that’s generated loads of great publicity.

We have an Olympics noticeboard with all the necessary information about the Paralympic Games in London. It’s important to ensure everyone is up-to-date about the changes and in the right way. Counter can help to explain these changes to people and show how we can all play a part.

Well done all you who made the London 2012 a success.

NOT ONLY DO we have a key role in daily life in the UK, we also play a special part in celebrating key events and celebrate our success.

We have been celebrating this suc-

cess by painting postboxes gold in the athletes’ home towns. We have joined forces with the CWU to raise awareness and respect.

GROWING MARKETING MAIL

Our strategy is to be the best delivery and marketing mail business in the UK. Research shows how valuable direct mail, both addressed and unaddressed, can be to businesses. It is a cost-effective way for them to advertise to consumers, often as part of a multi-media campaign.

IN THE COMMUNITY

We have joined forces with the CWU to raise awareness of this issue among the public. We continued to

meet with representatives of the CWU at the end of the month, and we continue to work on this.

Our chairman, Donald McNeil, has established an independent media review, which will look at the issue and come up with recommendations. We will follow the findings with you. We are determined to do all we can to ensure our customers can do their jobs safely.

MEET THE TEAM

And so the stamp on press... in print... July/August 2012

GET IN TOUCH WITH MOYA

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Collective approach at Stratford

STAFF COLLEGE collection hub is enjoying its moment in the spotlight – collecting from the Olympic Park for the Games. Driver Alaig Mangalvi, nominated for a Chairman’s Award for his work in planning for the Games, collected from three points at the Olympic Park. Morefield Post Office, nominated for a Chairman’s Award, has been awarded the status of an ‘Olympic village’.

Jo Gurman

London

24-26 Great Cour-

ier Publishing on

London

24-26 Great

our team

Pensions Services centre, Pond Street, Sheffield

or write to

Pensions.data.

To notify HR of a change of

DISTRIBUTION

suitability, availability and rates.

advertise in Courier, please call

if you are a business looking to

Does your office split into five sections, and what do the staff say it’s a much better way of working and they are not as tired at

Pensions should

Box 500, chesterfield S49 1W.

We have an Olympics noticeboard with all the necessary information about the Paralympic Games in London. It’s important to ensure everyone is up-to-date about the changes and in the right way. Counter can help to explain these changes to people and show how we can all play a part.
Did you spot your scratchcard inside this month’s Courier? You could win a prize of your choice worth £100.

To celebrate the launch of the Royal Mail scratchcard, we’ve got 50 prizes up for grabs. Simply scratch below to reveal your special code and log on to royalmail.com for your chance to win.

We’ve got 50 prizes up for grabs: £50, £25, £10, £5, £2 and £1.

Find out what you may have missed on your employee website...

**Funds Start Rolling In**

We’ve got 50 prizes up for grabs.

The BPMA is holding an Olympics themed dinner from 3 July to 9 September.

The postman Stewart Easton from Great Yarmouth won the Best Colleague category. Best Supplier of the Year went to Smith & Nephew. The Best Sustainable Business in the UK went to Royal Mail.

The Customer Excellence winner was Elaine O’Mahony, postwoman from Rotherham centre. The Best Innovation Award went to us for our ‘snooze mode’ and the Major Innovation Award went to us for our ‘snooze mode’.

Another new award this year, to recognise people who are helping to drive the enormous amount of change around the business, was won by Martin Greek, a postman from Jiffy Mail centre.

The Customer Excellence winner was Elaine O’Mahony, postwoman from Rotherham centre. The Best Innovation Award went to us for our ‘snooze mode’ and the Major Innovation Award went to us for our ‘snooze mode’.

Mrs. Walker, a postwoman from Shropshire, was crowned Community Champion. She shared her story to the community and was invited to enjoy the day along with her husband.

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MAKING PROGRESS

While we are restoring our financial health, there is still work to do to secure the future of our company.

UK parcel numbers increased 6%. Parcels account for almost half our revenues.

IN MARCH’S Courier we fea-
tured Camden-based fancy dress firm Escapade, which uses our Postbase, Track-
ked and Parcelforce Worldwide services to sup-
ply up to 15,000 parcels a month to its customers
around the UK and Europe.

Owner Pendra Maisuria says: ‘As our business continues to grow, our experience with
Royal Mail just gets better. Dur-
ing 2012 we have seen our parcel volume increase with fewer issues than ever before.’

Driver Paul Hoppin collects the Style Box filled with products from the Escapade
warehouse and delivers them to Derby real customers. He says: ‘I always like to see my custom-
ers’ businesses performing well. I feel it is a mutual benefit on my part to engage and
create a good relationship with them. This is replaced by them sending Royal Mail to us!’

In every £2 we make now comes from parcels.

COMMUNICATION was key at St Leon-
ards in the delivery office, which went
through a full revamp to introduce new de-
signs and methods to cope with the rise in parcels and decline in letters.

Several vans and mail boxes were in-
troduced following extensive consultations and with Time Limiting and Learning earn-
ses with people affected by the changes.

The changes at nearby Bexhill, and the St Leon-
ards team believe it came through with flying
colours. A crucial factor in the revamp was involving all staff from the outset and
explaining to them the advantages of
the new design.

‘We board remarked that the revamps haven’t gone totally smooth on other
delivery offices, but that contrary, they have been a great success.’

Our new Marketreach service aims to boost the use of marketing mail, bringing in revenue and helping to save jobs.

We have a team of 16 people already working with clients, and a website (www.
marketreach.co.uk) up and running.

‘We’re offering a one-stop service for advertisers in the UK, representing more than
11,000 brands.

Our new Marketreach service aims to boost the use of marketing mail, bringing in revenue and helping to save jobs.

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Volunteer to celebrate the launch of Marketreach.

Join us to celebrate the launch of Marketreach.

At The Box in Plymouth on Thursday 14 June at 11.30am – The Box, Princesshay, Plymouth PL1 2QR

Marketreach

We measure it in several ways.

Average response to door drops (higher than any other form of advertising) – the British Marketing Survey 2010

7% of all letters are now route ready for postmen and women, with parcel sorting time in delivery offices

29 million

85% households served – no one else can deliver that promise

30%

88% of people have purchased as a result of a door drop

26% of people are happy to receive door drops of interest

Average response to door drops (higher than any other form of advertising)

MYTH BUSTER – IT’S NOT JUNK

AVERAGE RESPONSE TO DOOR DROPS (HIGHER THAN ANY OTHER FORM OF ADVERTISING)

30%

88% of people have purchased as a result of a door drop

26% of people are happy to receive door drops of interest

Average response to door drops (higher than any other form of advertising)

OF PEOPLE HAVE PURCHASED AS A RESULT OF A DOOR DROP – MARKETING SURVEY 2010

OF PEOPLE ARE HAPPY TO RECEIVE DOOR DROPS OF INTEREST

FRESH MINDS RESEARCH FOR ROYAL MAIL, FEBRUARY 2011
It seems the customer chose to collect the item from the van because they know it’s the best thing to do for the business and the customers – we’ve obviously done things right.

Stephanie Pyne says it takes time to come to simple things. Thankfully he has, she says. Lots of us have been doing our rounds for a long time, so we get to know the customers really well. "We don't want to let them down."

"When I come to PS9, Stephanie has a habit. I’ll ring the bell and wait 15 seconds. If no one comes out, I’ll ring the bell again and wait another 15 seconds. Then I’ll knock the door and wait 15 seconds more. Only then will I enter the PS9." The final advice concerns filling in the card. "This has to be written legible! It’s not much use if the recipient or the person in the office can’t read it!"

"Your service is very good for small businesses like ours. No one else could possibly take care of each packet and provide us with the spread of addresses and timing of deliveries. The only thing that annoys our staff in the new, smaller Recorded Delivery books introduced some months ago is where in the world the business is. Our distribution and offices are in rural Berkshire and Royal Mail routes our customers all over the country. As soon as we reach a certain level of packets out, the drivers sort them, which has freed up our staff to concentrate on their customers."

"You’re good for letting us know that we’ll get there every day at the right time and get the deliveries into the system and off to their customers."

Carbon footprint

"Every customer here cares. You don’t want to let them down?"

OUR RESULTS 2011-2012 AND WHAT THEY SHOW

CUSTOMER CORNER

Organic Growth

Naturihome’s operations director Peter Jackson says: “We offer one of the largest selections of natural and organic beauty products anywhere in the world. Our distribution and offices are in rural Berkshire and Royal Mail routes our customers all over the country. As soon as we reach a certain level of packets out, the drivers sort them, which has freed up our staff to concentrate on their customers. Your service is very good for small businesses like ours. No one else could possibly take care of each packet and provide us with the spread of addresses and timing of deliveries. The only thing that annoys our staff in the new, smaller Recorded Delivery books introduced some months ago is where in the world the business is. Our distribution and offices are in rural Berkshire and Royal Mail routes our customers all over the country. As soon as we reach a certain level of packets out, the drivers sort them, which has freed up our staff to concentrate on their customers."

Slow and steady

"You’re good for letting us know that we’ll get there every day at the right time and get the deliveries into the system and off to their customers."

OUR RESULTS 2011-2012 AND WHAT THEY SHOW

SUCCESS ON THE CARDS

CUSTOMERS often have issues with their P739 ‘Something for your next’, it’s especially important we get this procedure right first time for you. The Woodbridge delivery office has seen plenty of success despite only being in operation for just under six months. Complaints come by 26 advisers when a problem is identified by a member of the customer service team, but a customer doesn’t feel it has been resolved successfully. The new team was formed after the customer service team in the call centre had expanded its warehouse space. The new team was formed after the customer service team in the call centre had expanded its warehouse space.

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Critical to ensuring the money comes in, the primary role of the customer service team is to verify customer details and provide fast, accurate answers to customers. The customer service team is critical to ensuring the money comes in, the primary role of the customer service team is to verify customer details and provide fast, accurate answers to customers. The customer service team is critical to ensuring the money comes in, the primary role of the customer service team is to verify customer details and provide fast, accurate answers to customers. The customer service team is critical to ensuring the money comes in, the primary role of the customer service team is to verify customer details and provide fast, accurate answers to customers. The customer service team is critical to ensuring the money comes in, the primary role of the customer service team is to verify customer details and provide fast, accurate answers to customers.
and Modernisation. Driving duties, from ensuring all drivers comply with the rules and returning to the delivery office gave us a fast and direct route of an accident.

I was driving the crew bus and returning to the delivery office. It was very cold and although we had seen respite, we had no respite. The vehicle skidded and hit the barriers on both sides of the road, before skidding onto the road. The car had come to a halt.

We ordered that the barriers were not a cause of the accident.

Everyone needed to realise the dangers our postmen and women face every day.

The number of attacks usually peaks during the summer months, and a recent survey by Postwatch, a joint campaign to make awareness of aggressive dogs, showed that 73% of postmen and women in the UK had experienced dog attacks at least once. The survey also found that 50% of attacks were by small dogs and 80% of dog attacks are by small dogs.

Every driver needs to realise the importance of reporting animal attacks, even on the shortest delivery. It was 4pm on 22 November. I will never forget that day. The police officer at the door asked me if my name was Tony and, I know very well, he was asking me if I could have anything to do with the accident. The police officer at the door had not been wearing his helmet. Everyone needs to realise the dangers our postmen and women face every day.

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NEW containers introduced in delivery offices this summer will help when the Christmas rush begins.

700 Y orks containers were purchased for £7,000 to store returns. They are not only being used for posting returns. These Y orks are being used to move items around the network. They are not designed for storage. They are being used in post offices, sort offices, delivery offices and away from the network too. These containers are being used in place of Y orks and cost £6 for 100. They won’t lock the office where they are stored.

A trial in the West Midlands with 200 containers is proving successful. Royal Mail is now piloting the scheme in East Anglia, the North West and North East region. The new containers are being used to store all items.

It’s only £6.50 per month.

It’s a PORTSMOUTH postman who played a calm and collected role when he came to the aid of a fallen motorcyclist last year – and even ended up on TV.

Alan Morris, a first aider with 36 years of experience, cared for the injured man before paramedics arrived.

'All you think about is your patient’s safety and your safety,' he says, who also represents the CWU as a local health and safety rep. "They provide good storage space, he says. "They also fit in well.

The incident, involving a motorcyclist and a car, featured on the PDC programme Real Rescue on TV. This type of incident happens to so many Royal Mail staff - the only difference is I’ve been on camera."

Alison realises fitness

"When I knocked, I was in trouble because he was trying to de-fend himself.

He pulled them off the rails, dragged them to the floor and stamped on them. Now they don’t smoke, so both were baffled. He pulled them off the rails, dragged them to the floor and stamped on them. Now they don’t smoke, so both were baffled.

Mike looked around the lounge to see what could have prompted the blaze at Ernest’s home. Looked like the cause. He noticed a large mirror on the lounge table that was pointing at the window. There was a mirror, the size of a saucer, that’s what they were designed for. They provide good storage space, but they won’t lock the office where they are stored.

Mike says: ‘When I went into the room there was no one there. The customer was on the floor. He pulled them off the rails, dragged them to the garden and stamped on the fire. I looked around the lounge to see what could have prompted the blaze at Ernest’s home. Looked like the cause. He noticed a large mirror on the lounge table that was pointing at the window. There was a mirror, the size of a saucer, that’s what they were designed for. They provide good storage space, but they won’t lock the office where they are stored.

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Looking for a Used Car?

Moya Greene, 51, a woman in a wheelchair, asked for a lift to the office where they’re needed. She says: ‘They provide good storage space, but they won’t lock the office where they are stored.

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Parliament postie clocks up the locks

TREVOR Browning is one of our longest serving posties – but he’s never walked down a garden path to deliver a letter.

Based at the Houses of Parliament for all of his 27 years with our business, he toils – along with the 23-strong team – in an estate that MP’s, including the prime minister and peers, receive their letters.

Trevor now feels at home at the Houses of Parliament. He has won eight prime ministerial letters come and go (including David Wilson, twice).

“When Tony Blair left, he came by the post room and shook our hands. Gordon Brown signed his book for me. Harriett Harman would give me no fewer than 60 covers every year,” says Trevor.

The everyday life of working here and it’s great to have had the opportunity to history.”

Back to Goole for MP

BY JO GURRAN

ANDREW Porch, Conservative MP for Brigg and Goole, spent a morning out on delivery with Nigel Brigg, postman from Goole delivery office.

As part of new initiative, we’re encouraging politicians to go out on a delivery round with a postman or woman in their constituency to give them some understanding of the huge time, pressure and hard work involved in the letters we come across, he says.

Mike Gallagher, Goole delivery office manager, said: “It was great for the office to see just how MP’s part of the delivery round. So many mail jobs have been out on delivery with our people. Another all-day out again not over one couple of hours.”

ROB’S ON THE WRIGHT ROAD

Joining our team – one step at a time*

HILARY ROBINSON

WORK experience placements have two women join our team in the South West.

Sarah Francome, managing director of Bob Wright and Co., says: “It is always re- exploring who we work with in our work experience placements and we are able to of- fer them a longer peri- od of work.

I hadn’t worked for 18 years, and when my children were old enough, I couldn’t find a role as a Royal Mail gave me a work experience placement.

I’m doing something different to normal now, in a way that I can do the job.”

Keep the faith

A NEW, tailor-made prayer facility is open for Muslim colleagues at Mount Pleasant post- mail centre.

A letter to all the Muslim staff members had been sent in becoming a collection driver.

Session he expressed an interest in becoming a collection driver. Time Listening and Learning

Julian Galloway, a postman from Eastville delivery office in Bristol, has been allowed to go out on delivery rounds with a postman or woman in their constituency to give them some understanding of the huge time, pressure and hard work involved in the letters we come across, he says.

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John Robinson, a lookalike who has worked on Coronation Street and starring in a number of TV shows, has been allowed to go out on delivery rounds with a postman or woman in their constituency to give them some understanding of the huge time, pressure and hard work involved in the letters we come across, he says.

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WE’VE splashed out on two prizes this issue as we just couldn’t separate these two undersea visions.

Sandra Pizzey, mesh operator at Medway mail centre, was photographed along the west Atlantic Princess off the coast of the Dominican Republic.

And Dean Price from Stowmarket caller’s office was trapped modelling in Zakynthos. Not sure that Couriers would have been in a fit state to read afterwards...

Great Promontary Spring in Yellowstone National Park, USA, provided a dramatic backdrop for some light reading by Paul Flowers, HGV driver at Tarmac distribution centres.

Wigan pensioner Ian Marshall also had a scenic spot to pose for the Courier – he’s pictured in front of Mont Blanc.

Mohamed Abdillahi from Heathrow World-

servers in the background didn’t get the hump for some light reading by Paul Flowers, HGV driver at Tarmac distribution centres.

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A TEAM of nine walkers and two drivers from Devonport in Yorkshire undertook the gruelling Three Peaks Challenge in June in aid of local cancer sufferer Neerox Power. They conquered the summits of Ben Nevis, Skiddaw Pike and Scafell Pike in 24 hours, raising £950.

‘It was only a few years ago I too was someone who could drive to the cities to get the help I needed, but unfortunately she was too badly injured internally to make a recovery,’ says Adi. ‘But they persevered and raised more than £600 for Sussex Children’s Hospital in April to see how the proton beam therapy works… younis (far right) enjoys a glass of fresh water from the new pump that adi helped build and support the hospital.’

‘I had a local friend going through treatment, so when I heard about the YAA helped give my 10-year-old son his ride, meeting people along the way is great to be able to drink a glass of fresh water to a community that has done so much for him,’ says Adi.

‘You never know when you’ll need someone there to help you out, you only get on in life to give back, and hopefully this will help raise money for great causes and inspire others to do something to help their communities,’ says Adi.

‘I’ve been so impressed with all the hard work that has gone into all the great fundraising projects for a variety of good causes,’ says Adi.

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**THE STORMY RIDE**

**TRAVEL INSURANCE COLLEAGUE OFFER**

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BAD TIMING

Regarding customer complaints about P739 cards being posted through their letterbox without knocking or ringing first, one of the main issues I get arises from customers who live in properties with a ‘trademan/intervenor’ system. This usually happens when a driver arrives at the property when the ‘trademan’ timer has switched off. After pressing their door number and getting no answer, the driver has nowhere to put the P739 card. He/she hands the filled out card to the postman for delivery the next day and, lo and behold, the customer rushes out complaining that they just posted the card without knocking or ringing.

Even after explaining the reasons why it was posted without knocking/ringing, the customer does not believe you and threatens to complain.

Declan Woods, postman, Islington

Brian Thorley, operations and product specification manager, replies:

In this instance, the customer has a valid reason to complain, as the situation you described does not comply with our operational procedures. Under no circumstances should a P739 card be delivered without the postman or woman actually handing the item to them. If it is not possible to deliver an item or P739 card to a building where access is governed by a controlled entry system (such as time locks), a completed P739 card must be attached to the item, the item and P739 returned to the delivery office and a P406 label added to the item.

You must attempt to deliver the item on each following working day (maximum 18-day period). On every occasion, the item must be taken out with the completed P739 card. If it can’t be delivered, you don’t have to complete a further P739 for every delivery attempt of the same item, but the P406 label must be updated each day. And if when the item can be delivered, the P739 card must be taken off the item, returned to the delivery office and destroyed.

However, if access to the building is possible but no one is available at the actual address, then the P739 card bearing the initial delivery attempt date must be delivered and the item returned to the delivery office as normal to await the addressee’s collection.

ON YOUR BIKE

I think the Cycle2Work scheme is a great thing; it does actually encourage staff to keep fit. I recently applied through the scheme and went to Halfords to select a bike. However, as Royal Mail restricts the maximum price to £500, I could not buy the bike I wanted.

Other major employers such as the National Health Service, Scottish Water and The Scottish Borders Council have a maximum of £1,000, which is far more realistic. The bike I was after is not particularly high spec, but is more than £350, so is undeniably through our scheme. You are not allowed to pay extra to get the bike you want.

Correct me if I am wrong, but I think the £500 limit has been in place for many years. Why has Royal Mail not increased the maximum allowed in line with other large employers?

Dave Lyal, shift supervisor, Galashiels

Shan Lawrence, employee benefits and recognition manager, replies:

The cap of £500 was applied some years ago and was introduced for several reasons. First, we have more than one salary sacrifice scheme in place, and we want to ensure that employees who wish to make use of one or all of them do not reduce their salary below the national minimum wage. Second, the lower value of the bike means lower insurance costs for the employee. Also, the tax payment increases at the end of the hire period if you go above £500.

And finally, Halfords has developed a wide range of bikes to meet the £500 limit as many other organisations also cap at this level. The research shows that the average hire value for a bike in most organisations is between £450 and £500. We are due to review our Cycle2Work scheme in October, however, so we will consider this issue.

TIME BETTER SPENT

Over the Christmas period, I noticed that the stamps of many trays of letters and packets were not cancelled, and I was told by managers that we should leave them on to get the mail through the systems as quickly as possible.

I agree we should deal with mail in a quick and efficient manner, but the revenue lost over the year following Christmas, with customers reusing stamps, surely is greater than a little extra time doing the work correctly in the first place.

Even now, when we are not under the pressures of Christmas, I have been told by a ‘World Class Mail’ manager not to spend time cancelling stamps. Is this now the accepted practice?

Tracy Cooper, Peterborough mail centre

Martin Taylor, head of service improvement, Quality and Service Integrity team, replies:

Stamp cancellation is an important part of our operation and, as you say, every effort should be made to cancel stamps. A lot of work has gone on over recent years to reduce the reliance on stamp cancellation, with Horizon labelling at Post Office counters, and tamper-proof stamps that cannot be peeled off and reused.

However, there are still stamps that need to be cancelled. There are certain times when we will need to prioritise, as we do need to protect our revenue as well as improve efficiency. Our standard operating procedures clearly state that all stamps must be cancelled at all times when they are being manually processed.

How Does Your Garden Grow?

Once again summer is here, and you see a lot of people out tending to their gardens, but what about those who don’t?

In all the 15 years I have been a postman, I have never seen a leaflet go out about customers keeping their pathways and letterboxes clear. We have to deal with grass and weeds up to our knees, bushes and trees hanging down so we have to duck underneath, rose bushes and other climbing plants around letterboxes.

We face the risk of being stung, bitten and scratched.

Why can’t a Door to Door leaflet be sent to all customers, or a leaflet be readily available to send to specific customers who neglect their gardens and paths?

Ivan Page, postman, Great Yarmouth

The Central Operations and Modernisation Safety team replies:

You are quite right – unkempt access routes that obstruct our people from delivering mail safely can be a significant hazard.

However, the first step is for postmen and women to report the hazard by completing one of the hazard report cards you carry with you on your walk. This needs to be handed in to your manager, who will log the hazard on the Walk Risk Assessment Platform (WRAP) and agree actions with that staff, and write to the homeowner.

As always, our aim is to keep our people safe while delivering mail to our customers.

We cannot control an overgrown garden, but unsafe access routes to the letterbox will be dealt with on a case by case basis, as the circumstances around each case will be different. For example, it may be an overgrown hanging basket over the door, or a hedge that is grown over the safe pathway – they will all be different and need treating specifically with each homeowner.

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