Welcome to Royal Mail Group
Welcome to Royal Mail Group
We have a clear vision to be recognised as the best delivery company in the UK and across Europe.

As the sole provider of the Universal Service in the UK, Royal Mail Group delivers a six-days-a-week, one-price-goes-anywhere postal service to more than 29 million addresses across the UK. Royal Mail is the preferred delivery company in the UK. We are a vital link connecting communities, businesses and customers. In 2013-14, we collected and delivered more than one billion parcels and 14 billion addressed letters across the country.

Royal Mail is already a market leader by revenue in both the UK parcels and letters markets. GLS is an established, ground-based parcels player in all its markets. This means we are well positioned to deliver our strategic priorities:

- Being a successful parcels business
- Managing the decline in letters
- Being customer focused

We are going through a radical transformation to improve our business, grow our revenues and exploit the opportunities in the market.

This is wholesale change, affecting every part of our business and everyone within it. That doesn’t necessarily mean it’s easy; it will be challenging, it will be exciting and it will be unique in its scale and variety.

In order to prosper in an increasingly competitive business environment, the future requires high standards of individual behaviour and leadership in every part of the organisation, based on the following values.

- Be Positive
- Be Brilliant
- Be Part of It

Moya Greene
CEO Royal Mail Group
History of Royal Mail Group

We have provided the public with postal services for over 360 years. By law we have to deliver to each of the 29 million addresses in the United Kingdom, making us the largest distributor of mail in Europe.

1635
King Charles I introduces a postal service for the public to cover the cost of his own Royal Post. The cost of postage was paid by the person who received the mail.

1660
An Act of Parliament establishes the General Post Office.

1680
The first mail in the world to be carried by train uses the new Manchester-to-Liverpool railway.

1700
The first use of bicycles to deliver mail.

1784
Sir Rowland Hill introduces a number of postal reforms, including charging the sender based on weight. The minimum rate is a penny and so the Penny Black, the world’s first adhesive stamp, is introduced.

1800s
The first postcards, known as halfpenny postcards, are introduced as a cheaper alternative to letters.

1830
The first mail coach service starts between London and Bristol via Bath.

1840
First regular international airmail service begins via London and Paris.

1860
The Post Office starts the process to divide the business into four: Letters (which became Royal Mail); Parcels (now ParcelForce); Counters (Post Offices) and Girobank (now Santander).

1870
Construction of the underground railway, created by the Post Office for efficient delivery of the London mail, is completed. Automatic trains run a six-mile route across the city.

1880
The world’s first scheduled airmail service begins.

1883
The first parcel is carried by post.

1890
First use of Optical Character Recognition (OCR) equipment is introduced which lets computers ‘read’ postal addresses.

1897
Post coding of all addresses in the UK is completed.

1900s
First regular international airmail service begins.

1911
In October 2013 Royal Mail was listed on the London Stock Exchange and in December 2013 became a FTSE100 company. This marked a significant step in the history of Royal Mail.

1919
We become a plc wholly owned by the UK Government. The Postal Services Act 2000 creates Postcomm and Postwatch. Postcomm is merged into Ofcom in October 2011 and Postwatch became part of Consumer Futures in 2008, now part of Citizens Advice as of 2014.

1927
Royal Mail Parcels becomes Royal Mail Parcelforce, an independent division of Royal Mail.

1944
Royal Mail delivers around 58 million items per day and employs in excess of 151,000 people.

1974
April 2012 Post Office Ltd is no longer a wholly owned subsidiary of RMG.

1986
Royal Mail delivers around 58 million items per day and employs in excess of 151,000 people.

1987
Royal Mail Parcels becomes Royal Mail Parcelforce, an independent division of Royal Mail.

1990
Royal Mail delivers around 58 million items per day and employs in excess of 151,000 people.

2001
RMG becomes a wholly owned subsidiary of Royal Mail Group plc.

2007
We become a plc wholly owned by the UK Government. The Postal Services Act 2000 creates Postcomm and Postwatch. Postcomm is merged into Ofcom in October 2011 and Postwatch became part of Consumer Futures in 2008, now part of Citizens Advice as of 2014.

2013
In October 2013 Royal Mail was listed on the London Stock Exchange and in December 2013 became a FTSE100 company. This marked a significant step in the history of Royal Mail.

2015
We become a plc wholly owned by the UK Government. The Postal Services Act 2000 creates Postcomm and Postwatch. Postcomm is merged into Ofcom in October 2011 and Postwatch became part of Consumer Futures in 2008, now part of Citizens Advice as of 2014.

2018
We become a plc wholly owned by the UK Government. The Postal Services Act 2000 creates Postcomm and Postwatch. Postcomm is merged into Ofcom in October 2011 and Postwatch became part of Consumer Futures in 2008, now part of Citizens Advice as of 2014.

2020
We become a plc wholly owned by the UK Government. The Postal Services Act 2000 creates Postcomm and Postwatch. Postcomm is merged into Ofcom in October 2011 and Postwatch became part of Consumer Futures in 2008, now part of Citizens Advice as of 2014.
The commercial environment we operate in

Royal Mail operates in a thriving and fast paced competitive marketplace with our customers at the heart of our business. This is a regulated industry and there are rules and regulations that govern the way we conduct ourselves and our business.

Ofcom is the Postal Services regulator and monitors the industry through a General Authorisation Regime which sets out a number of requirements we have to meet. This includes our USO obligations, a number of quality of service targets and a Mail Integrity code of practice to ensure the security of the mail we handle.

As part of the regulatory conditions we are required to allow access to our downstream network (inward mail centres through to delivery) for mail collected from customers by other postal services operators. This activity is called Downstream Access (DSA) and is managed by our Wholesale business. As part of this we are required to ensure that any information we obtain as a result of providing access services is not shared outside of Operations and the wholesale business unit. This means we have restrictions around the information that we can share with others internally.

If you work in operations you may come into contact with competitor’s mail which is sent through our pipeline. Our regulatory conditions require us to keep these details confidential, especially from the commercial part of the business.

Both the business, and you as an individual, have to comply with these requirements and other regulations such as Competition Law, the Data Protection Act and Anti-Bribery legislation. We don’t expect you to know chapter and verse of all these requirements so to help you we have developed a number of policies that you need to follow at all times. You will be introduced to these as you go through your induction programme.

We take compliance to our obligations very seriously and you are expected to do the same.
Welcome to Royal Mail

Royal Mail
Royal Mail provides a high quality mail service to each and every one of the addresses in the UK at a uniform price irrespective of the distance travelled.

If you’ve never thought before about what happens when you post a letter, it’s a fascinating journey called the mail pipeline.

Access and collections
Access is the first stage of the pipeline where items of mail are transferred from our customers into the Royal Mail operation. This happens through half a million collections made daily from post boxes, Post Office® branches and businesses.

There are over 800 collection hubs originating from delivery offices and mail centres throughout the country.

Mail Centres
These are large, regional collection and distribution points that are the heart of our operation, and operate 24 hours per day, seven days a week. Mail is processed across shifts and dispatched across our national distribution networks.
Some of the main jobs within the Mail Centre include:

- Moving and processing mail
- Segregating different types of mail
- Operating sorting machines
- Sorting letters and packets manually
- Despatching mail

**Delivery Offices**
These are local centres where sorting and delivery of mail takes place before they go to their final destination – through our customers’ letterboxes.

Mail is received from the mail centre, it is sorted into rounds, (or walks as they are known) and then into bundles by street, individual houses, office premises or company name. Sorting is done both manually and by machine.

Once sorted, the mail is ready to be delivered. Mail is delivered on foot or by van to households and businesses.

**Royal Mail Logistics**
Royal Mail Logistics connects the different parts of the pipeline by collecting the mail and transporting it across the network.

There are five key operations within Logistics:

**Regional Distribution Centres**
There are 13 Regional Distribution Centres (RDCs) across the country. They are responsible for handling customer sorted products such as Business Mail (large, regular mailings from business customers that are pre-sorted).

**Royal Mail Specialist Services**
Royal Mail Relay provides secure, scheduled distribution services for companies and organisations with multiple locations such as branches, offices, retail stores, depots and service centres.

**Royal Mail Courier Services**
specialise in on-demand and scheduled Sameday™ deliveries.

**Network Distribution**
Network Distribution carries all Royal Mail products including letters, Royal Mail Special Delivery Guaranteed™, parcels, International and the Parcelforce Worldwide Network.

This team covers 5,000 road journeys each week. In addition, they operate air and rail networks. Our air network operates 29 flights each night, Monday to Friday. The rail network operates out of three rail hubs.
HWDC International
Heathrow Worldwide Distribution Centre (HWDC), based at Langley, is responsible for transporting mail to countries around the globe and receiving mail into the UK.

HWDC has the advantage of utilising some of the most advanced technology in Royal Mail Group. Once the mail is sorted, it is transported to the airport where it is passed to aircraft handlers. As a result, security at this site is of paramount importance.

Manual Data Entry Centres
The Manual Data Entry Centres (MDECs) are an integral part of our automated mail processing systems. They provide support to the automated mail sorting systems. They do this by manually keying information, such as the postcode, which automated systems are unable to ‘read’. MDECs are located in Stockport, Stoke and Plymouth.
Parcelforce Worldwide is part of the Royal Mail Group, and has over 5,000 employees. It is one of the top express carrier businesses in the UK, and operates in a highly competitive environment.

Parcelforce Worldwide is a leading provider of time-guaranteed express deliveries, with the ability to reach all 29 million UK addresses. Parcelforce accesses the world’s largest delivery network, covering 99.6% of the global population in 239 countries and territories worldwide.
The wider business

As you can imagine a company the size of Royal Mail requires significant support and there are a number of units which provide this support covering all disciplines including:

- Finance
- HR
- Legal
- Procurement
- Royal Mail Fleet
- Safety
- Security
- Commercial, including sales and customer experience
UK products

1st Class and 2nd Class mail
Our standard delivery services for arrival next day or in 2-3 working days, including Saturday.

Royal Mail Sameday®
Guaranteed delivery of urgent items on the same day almost anywhere in the UK 24/7.

Royal Mail Special Delivery Guaranteed® by 9am or 1pm
Our fast, guaranteed delivery service either by 9am or by 1pm the next working day, including Saturday.

Royal Mail Signed For®
1st Class and 2nd Class
Have your items arrive the next working day or within 2-3 days, with the added assurance of a signature on delivery and compensation cover.

UK Parcel Portfolio for Business Customers
- Royal Mail Sameday
- Royal Mail Signed For
- Royal Mail Special Delivery Guaranteed by 9am® or 1pm™
- Royal Mail Tracked 24® and Royal Mail Tracked 48®
- Royal Mail 24 and Royal Mail 48
- 1st & 2nd Class Account Mail
- Royal Mail Special Delivery Guaranteed Returns
- Royal Mail Tracked Returns

Marketing, General Correspondence and Publishing Services for Business Customers
- Business Mail 1st Class and Business Mail
- Advertising Mail
- Sustainable® Advertising Mail
- Door to Door™
- Publishing Mail
- 1st & 2nd Class Account Mail
- Response Services

Other services available for Business Customers include:
- Business Collections
- PO Boxes
- Business Keepsafe
- Business Redirection
- Timed Delivery
- Selectapost
International products

International Tracked & Signed, International Tracked, and International Signed
A range of tracking and/or signed services all offering delivery to Europe within 3–5 working days, delivery worldwide within 5–7 working days, free returns on undelivered items and up to £50 compensation cover.

International Standard
A reliable service, offering delivery to Europe within 3–5 working days, delivery worldwide within 5–7 working days and free returns on undelivered items.

International Economy
A cost-effective service for heavier items, with delivery to Europe from two weeks, and to worldwide from six weeks.

International Services for Business Customers
- International Business Tracked & Signed
- International Business Tracked
- International Business Signed
- International Business Mail
- International Business Parcels
Our core UK Parcelforce Worldwide Product Range
When it’s got to be there for the start of the day, express9 is our fastest, next day UK delivery service.

If first thing isn’t essential but your customer wants an early morning delivery, express10 is an option.

As well as being a reliable service for the business market, expressAM morning delivery service is a convenient option for home deliveries.

The same convenience is now also available for afternoon deliveries with expressPM.

express24 is next day UK express delivery.

express48 provides service levels for two day UK deliveries.

UK Special Services

same day
Our courier collects and delivers your urgent item almost anywhere in the UK on the same day (individuals working in Depots and Hubs will not come into contact with this particular product).

expresscollect
Recipients can collect their package from any UK Parcelforce Worldwide depot as early as 8am from Monday to Saturday ((individuals working in Depots and Hubs will not come into contact with this particular product).

express48large
Two day delivery for larger items.

pallets24 pallets48
With a choice of delivery speeds, flexible collections including timed slots requested by customers, competitive pricing and easy access to proof of delivery (individuals working in Depots and Hubs will not come into contact with this particular product).

Parcelforce Worldwide International Services

- Global priority: Worldwide delivery outside Europe through our Express Mails Service (EMS) air-network
- Euro priority (business): Business delivery across Europe through our sister road based European Parcel Business (GLS)
- Euro priority (home): Residential delivery across Europe using local experts in home delivery
- Global value: recommended for non-urgent items. Delivery from 4 working days
How to buy our services

**Online Postage**
Purchase and print postage onto envelopes and labels, from your own computer.

**Smartstamp**
Providing a free software download that enables you to print out any quantity of stamps straight from your computer and add a company logo or a message.

**Post Office®**
You’ll find a range of stamp products available at your local Post Office® branch. Staff can also give you help and advice on the most cost effective solutions to meet your needs.

**Franking**
Ideal for businesses of any size wanting to give a professional look and feel to their mail, from the comfort of their own office.

**Account**
For businesses who spend over £5,000 per year on postage, and would like to benefit from convenient payment terms and volume related discounts.
Welcome to Royal Mail Group

Great customer service

We exist to serve our customers’ needs by providing:

- Consistent delivery of what we promise
- Value for money services and products
- Timely, reliable and secure performance of services nationally and internationally
- Accurate and accessible information about all Royal Mail services and products
- Helpful and courteous service at all times
- A prompt and ready redress if things go wrong

Everyone working in the organisation has an important part to play in living up to these standards.
Our customers

Your customers
You are now a member of the Royal Mail Group team; our customers become your customers. As you might imagine, it’s very important that we all work together to keep them happy and continually coming back to us.

Our reach
Royal Mail Group is the only business that reaches 99% of UK addresses every day. But we are more than a network – we are a network of real people reaching all our customers every day.

Types of customer
We have a responsibility to provide a public service to both business and residential customers. We take this responsibility seriously. We serve everyone; from our largest customers sending mail internationally to millions of households daily, to our individual customers sending greetings cards.

Get to know your customers
• Find out what they want
• Try to find ways of improving the service they get, if at all possible
• Deal with your customers, politely and calmly

Be smart for your customers
Part of our success is down to the strong brand image, and the uniform we provide you with helps to boost that image.
• Wear your uniform with pride
• Keep it clean
• Keep your appearance clean and tidy
Customer handling standards
A clear set of handling standards has been developed to ensure all colleagues treat our customers in a consistent and positive manner.

Face to face
• Be professional and approachable
• Treat every customer and their mail with respect
• Respond with a polite and appropriate greeting
• Listen carefully to what the customer has to say
• Deal with all enquiries in a professional manner
• If it is an issue that relates to something within your control, apologise to the customer and reassure them that it will not happen again

• If the issue relates to something outside of your control or the customer is not satisfied with the response, apologise again and provide them with the appropriate number for Customer Services

We’re here
Find answers to your questions and learn more about our products & services on our website at www.royalmail.com

Customer Services
03457 740 740
For all our UK residential customers – answers to your questions about our products & services.

Business Customer Services
08457 950 950
For tailored business solutions to meet your needs.

Textphone 08456 000 606
If you are deaf or hard of hearing.

Answering the telephone to an internal/external customer
• A phone should be answered within five rings
• The standard greeting to be used when answering the phone in operations is a greeting, followed by the details of your location and your name. For example, “Good morning. Royal Mail Leeds Delivery Office, Emma speaking, How can I help you?”
• Listen to the customer to understand why they are calling
• If unable to help with the enquiry provide the customer with the appropriate contact details
• Use the mute or secrecy button appropriately whilst dealing with customers
• Check customer understanding before closing the call
• Thank the customer for calling

Customer queries
Within operations, there may be times when a customer has a query you cannot answer, or they may wish to make a formal complaint. You should provide the contact details for our Customer Service Teams (ask your manager/coach for details), enabling us to deal with all our customers in a professional, timely and consistent manner.
Our Customer Experience centres operate as a virtual network, providing multi-channel access to advice and information for business and personal customers. This includes desk and field based teams who provide support remotely or on-site, as required. These teams handle a wide range of enquiries relating to our products and services – by phone, email, web and Twitter – and help to resolve problems if things go wrong.

Helping business customers
As well as providing proactive after-sales care and support to business customers, customer experience teams also help customers with product and pricing information, tracking requests, billing advice, processing orders for mail presentation kit (trays, bags, labels, etc.), technical support for online buying and paying systems, purchasing and setting up services such as Diversions, Collections and PO Boxes, and deal with all complaints.

Helping personal customers
Personal customer contact covers a variety of issues, such as postcode and addressing advice, tracking of items, delivery and redelivery queries, Redirection and Keepsafe purchases and much more. Teams answer thousands of calls and emails every day and work with colleagues in Operations and other business units to get customers the help they need, or to fix problems and prevent further complaints.

Helping other business functions
A number of support functions within Customer Experience help to manage the contact centre operation and respond to requests for help from other business units. By planning and forecasting contact volumes, support teams ensure people are available to help customers, that those people have the right information to advise and support, and that customer feedback is used across the business to improve the overall customer experience. Cross-functional working between Customer Experience, Sales, product teams and Operations is integral to the provision of customer service and the protection of the Royal Mail brand.

Address Management Unit
The Address Management Unit (AMU) is responsible for the management of the Postal Address File (PAF). PAF is the UK’s most complete and up to date addressing database with 29 million addresses and 1.8 million postcodes. PAF is important to us as it generates important revenue and the information it contains allows us to sort mail through machines, increasing efficiency and reducing costs. 37,000 businesses use PAF for their products and services. Mapping services, SAT NAV, insurance quotes, online shopping and goods distribution are types of services that our customers provide using the PAF database and which we use ourselves every day. So it is important that the database is kept up to date with the most accurate address data available. If you work in a Delivery Office you will be expected to provide your aplus champion with any changes that occur to your walk i.e. demolished or derelict properties, new builds ready to receive mail, changes to business or house names, new and recently converted multiple residences.
Health and Safety

In addition to Royal Mail’s duty as a business to ensure your health and safety at work, you also have responsibility for your own health and safety and the health and safety of others with whom you are working.

If you have any concerns about health and safety issues during your time working for Royal Mail, you should raise these with your manager. We can all help in protecting ourselves from accidents by:

- Always working safely following the safe system of work, so that we don’t endanger ourselves or others
- Taking the initiative personally to remove or promptly report any hazards, unsafe acts or conditions
- Being familiar with the rules that apply in our workplace for health and safety and fire safety
- Taking steps to ensure the safety of customers, visitors and contractors who use our premises
- Not operating any piece of equipment or machinery that you have not been trained on
- Wearing and using any personal protective equipment (PPE) issued to you, where appropriate
- Always wearing a seat belt while driving or travelling in a vehicle
- Not using a mobile phone (even hands free) while driving any vehicle
- Making your manager aware if you do not feel you can safely complete a task you’ve been asked to carry out

First aid and accident reporting
Each site has a number of Royal Mail employees trained as First Aiders who will be able to administer basic treatment should an accident occur.

Any accident arising from your work, or that takes place during your shift, must be reported immediately to your manager. Managers will complete an incident report for every accident that occurs in the workplace and you will be required to provide details.

The First Aid and accident reporting process will be outlined to you. Take the time to look at the safety notice board displaying the First Aiders’ names and location of First Aid boxes.

Fire procedures
You must abide by Royal Mail’s fire procedures. Your manager will advise you of what to do in the event of a fire. Details of the nearest fire exits are displayed on the notice boards in each department. A fire alarm check will be carried out every week.

Safety wear
You may be required to wear protective clothing or equipment e.g. high visibility jackets or safety boots.
Welcome to Royal Mail Group

Royal Mail Group takes the safety and security of its employees and our customers’ mail seriously. Earlier in this booklet you read about our regulator Ofcom; the regulator has set out a Mail Integrity Code of Practice that we must follow. In summary the objective of the Code of Practice is to, ‘minimise the exposure of mail to the risk of loss, theft, damage and/or interference’.

The Mail Integrity Code of Practice only applies to letter mail. However because we take the safety and security of our employees and our customers mail seriously, we apply the exact same security standards to all our customer’s letters and parcels and all our sites and assets. Good security makes good commercial common sense and builds into achieving our strategic priorities.

We achieve our Mail Integrity objectives through our six security standards.

The security standards are:

- Customers’ letters and parcels are not left unattended or insecure at any time
- Everyone performing work for Royal Mail Group has an appropriate level of security awareness and training
- Unauthorised access to our sites is prevented
- Special Delivery, secure and high risk customers’ parcels and letters are afforded appropriate protection
- Managerial checks to safeguard all customers’ parcels and letters are effectively deployed
- All vehicles and equipment used to convey customers’ parcels and letters are afforded the appropriate level of security at all times

Who is responsible for security in Royal Mail Group?
Everyone in Royal Mail Group is responsible for security. You can make a positive difference to our business by:

- Always wearing your photo ID (or if working outdoors have it available to produce if requested)
- Politely challenging strangers. If whilst on one of our sites you notice someone who is not wearing a photo ID or a visitors badge, then politely challenge them and escort them to a manager
- Don’t hold swipe card controlled doors open for other people. Swipe cards must always be used

If you are going to work within a management, administration or support role you may have access to our employees and or our customers’ information, including contract details. This is sensitive and valuable information and must be protected. This is covered in detail within the Information Security section of this Welcome booklet.

Security of our customers letters and parcels

Supporting our operational colleagues
Even if you are not joining our operational pipeline within Royal Mail Letters or Parcelforce Worldwide, there may be occasions when you are called upon to volunteer and support our operation by helping to process and deliver our customers’ mail, such as at Christmas.

If you are working in delivery or collections or are asked to perform a delivery or collection role, make sure you know how
Security

To securely use the equipment and vehicles you are provided with before going out. If in doubt, speak with a manager.

There are some great training aids and aide memoirs available and the security procedures are quick and easy to understand and apply.

The Law
Aside from our regulatory Mail Integrity Code of Practice and our own security standards we also have to conform to the law both as a company and as individuals. When you join Royal Mail Group you are required to read and sign a form P13, titled ‘Personal Declaration’. This is an important form and reference will be made to it during your induction training. Here is a reminder of some aspects of that form:

Theft
It is a criminal offence to steal, deliberately destroy or damage a letter, parcel, mailbag or any other postal packet in course of post.

Intentional Delay
It is also an offence to open or delay (contrary to your duty) a letter, parcel, mailbag, or any other postal packet in course of post.

Persons suspected of criminal offences will be subject to investigation which may lead to prosecution in the criminal courts. Serious penalties, including terms of imprisonment, are provided for such offences.
Welcome to Royal Mail Group

Security

Preventing and Reporting crime
You have a civil and contractual duty to report any suspicions that you have of criminal behaviour in others and we are committed to recover the value of any loss caused by crime and the investigation and prosecution costs.

Criminal Offences
If you are charged with any criminal offence whilst employed or engaged by Royal Mail Group, you must immediately inform your supervisor of the details. Where a person engaged in Royal Mail business is involved in a criminal offence, the police have discretion to notify Royal Mail of convictions and may provide other relevant information.

The Security Helpdesk
To report any crime against Royal Mail Group please contact the Security Helpdesk:

Phone: 020 7239 6655
Text: SEC and your message to 88771
Email: securityhelpdesk@royalmail.com

You can also contact the Security Helpdesk for any security advice or guidance.

Remember everyone in Royal Mail Group has a responsibility and a part to play in ensuring that appropriate protection is given to our people, our premises, our property and our customers’ letters and parcels to reduce the risk of criminal activity.

We work in a commercial environment where our customers have a choice, if we can’t secure our customers’ mail then they can take their business to a competitor. Security builds into:

• Maintaining the safety of our colleagues
• The security of all our customers’ letters and parcels
• Quality of service
• Retaining contracts
• Growing new business

People trust us. It’s a name people know they can trust and rely on. Let’s work together and keep it that way.

Suspect parcels
Why do we need to risk assess suspect parcels?

Unfortunately terrorism, whether organised internationally by disaffected individuals or groups is a fact of life and we need to be vigilant at all times.

We have experience of dealing with suspect items and out of the millions of parcels we handle every year, a tiny percentage are deemed as suspicious and only a few of these are viable

However, it is important that we all respond appropriately to each incident. The Police train their officers to assess a situation to gauge how serious it may be and then to follow the set procedures

Within Royal Mail we have the 'be aware' process. Be aware provides a risk assessment, a simple process to help gauge how serious a situation may be and guidance on how to deal with each situation safely and effectively.

If any further guidance is required, then our Central Postal Control (CPC) should always be called. CPC are available 24 hours a day, 7 days a week, 365 days a year.
Data Protection
Like many organisations, we hold and process personal information about our employees, customers and other members of the public. Royal Mail Group must therefore comply with the Data Protection Act 1998.

The Data Protection Act protects the privacy of individuals and requires organisations to manage personal information in the right way.

The Act gives legal rights to individuals in respect of their personal information. Individuals can find out about any information held about them, and ask for a copy of that information. Individuals may challenge information if appropriate and could even claim compensation in certain circumstances.

We are all responsible for ensuring that personal information is kept secure and handled correctly. You could be breaking the law if you fail to do this.

The Act imposes personal and/or corporate liability so that failure by an individual or organisation to comply could be a criminal offence and may lead to prosecution. This is crucial for Royal Mail Group and you - your manager will be able to tell you more about how this affects your role.

Follow the correct procedures when doing your job. Don’t share information about customers or colleagues outside of proper processes. Don’t share personal information with anyone who doesn’t need to know it for work purposes.

Protecting information – your responsibility
It takes a vast amount of information to run our business and protecting the information that we work with is a crucial part of everyone’s job. Our Information security awareness programme, Think secure, helps every employee to understand the value of information, the risks to it, and the ways in which we need to protect it.

The programme flows directly from our Acceptable Use Policy, which sets out clear rules about how Royal Mail Group expects employees to behave when using the company’s information and IT systems.
Information security

The 5 key rules
Think secure is structured around five rules that relate to key areas of information risk and protection:

1. Protect information and equipment

The need to proactively consider the security of information at all times. With most information handled electronically, this naturally covers the need to protect our IT equipment.

2. Create strong passwords and keep them secure

Recognising that passwords can be the ‘Achilles heel’ of an information system if they aren’t strong enough or well protected.

3. Use the internet safely and sensibly

The internet presents many threats to information, IT networks and equipment. Precautions are necessary every time you work online.

4. Be social media wise

Understand the significant risks associated with having greater global publishing capability through social media.

5. Report incidents immediately

Knowing that damage from information theft or loss can be reduced or prevented by acting quickly.

It is important that you familiarise yourself with the above rules and protect our information as you would expect yours to be protected as a customer.

You can always ask questions by emailing the Information security team at RMG.information.security@royalmail.com or reading more on the Think secure pages at www.myroyalmail.com
Your job

We know that one of the most important things about starting a new job is knowing who to turn to when you want some help or advice. This is why we’ve set up a network of coaches, and together with your manager and colleagues, it means there will always be someone around who can answer your questions or point you in the right direction. In some instances your manager will also take on the role of your coach.

If you need something explaining, or you’re not sure what to do about any aspect of your job, just let one of them know and they will be happy to help. After all, they were new once, so they know how you feel.

Your manager and coach are keen to help you to progress and settle in quickly, so please ask them anything.
What you can expect

Your first day is a welcome day where you’ll meet other people who are joining Royal Mail Group with you. In some instances your manager will take you through the welcome day in your place of work.

On your first day
• You’ll have a good introduction to Royal Mail Group
• You’ll be shown some of our ways of working
• You’ll understand what you need to do
• You’ll learn the importance of keeping yourself and the mail safe and secure

So all in all a busy day, but one that we hope you will enjoy.

During the first few weeks
On day two you’ll spend time at your main place of work learning about your new job with colleagues, your manager and coach.

The first few days and weeks are designed to help you find out more about us, and for us to get to know you.

Trial period
During your trial period, you will learn everything about the job, including the performance standards we set. Your colleagues will be a great help to you as you settle in.

Your trial period also gives you and your line manager a chance to see how you’re getting on. You’ll discuss your standard of attendance, punctuality, and general conduct. You can use these meetings to discuss anything you don’t understand or you would like help with. You’ll be encouraged to talk about developing your skills further and any challenges or problems that you may be facing.

After all, we really want to make this a great place for you to work in.
Voice your views

Each week you and your colleagues will have the opportunity to get involved and make improvements to your workplace. These meetings are for everyone, they last around half an hour and are called Work Time Listening and Learning (or WTLL for short).

The meetings give everyone the chance to have their say and suggest ways to make improvements in the way we work.

You’ll find the “Talk: Listen: Fix” approach we use means that even the newest recruit can make a valuable contribution right from the start.

- Talk: an issue or problem is discussed.
- Listen: ideas, opinions and suggestions are shared.
- Fix: the group decides and agrees the best way to fix it.

Another way we want you to voice your views is through our Employee Survey. Once a year everyone is given the opportunity to complete the survey. Your responses are confidential.

The results are collated and used to put together an action plan for your unit and the business as a whole.

As a business we value your feedback.
The standards we expect from you

We hope that your time and work at Royal Mail Group is rewarding and enjoyable, and that the ways of working are easy to follow and understand.

We have put in place clear standards and guidelines that apply to everyone. When things go wrong, our managers and colleagues work hard to put them right. They do so fairly, and in a way that provides support and guidance so that things are less likely to go wrong in the future. It’s all part of our ‘great place to work’ ethos, which is about providing guidance through developing, supporting and coaching.

Collecting, processing and delivering the nation’s mail and parcels means that everyone is required to take a responsible approach to their work, to customers and to fellow colleagues whilst maintaining appropriate standards of conduct and behaviour, including following any reasonable instructions from their manager.

Here are some important ways to make your work successful and enjoyable:

- Build good working relationships with your colleagues and customers
- Be polite and professional at all times
- Support your colleagues and don’t be afraid to ask for help when you need it
- Treat your colleagues with dignity and respect and be aware of Royal Mail Group’s Stop Bullying and Harassment policy
- Treat your customers with respect
- Protect yourself and others by following our Health and Safety, Smoking and Security procedures
- Respect Royal Mail Group’s and other people’s property
- Arrive at work smartly dressed in your uniform (if applicable) and on time
- Make sure you do your job well so that all mail and parcels are processed promptly and accurately, and customers receive a high quality service
- Return from work breaks on time
- Follow the safe systems of work (SSOW) for any equipment you may be asked to use
- Ensure that everything you do makes it easy for the customer to do business with us

There are standard operating procedures (SOPs) depending on what part of the operation you work in. They describe the minimum standards that everyone must follow to ensure our customers receive a consistent and high quality service. SOPs will also help you to understand more about your role and the vital part you play in providing an excellent quality of service to our customers. You’ll have the opportunity within your first few days to talk through these standards with your manager or coach and learn more about Royal Mail Group.

Always ask for help when you need it and let your manager know if you have any problems or issues at work.
Your attendance

Our customers depend on us to provide high levels of service. With so many people and businesses relying on us, we need to make sure that you understand how important you are to the smooth running of the operation. We rely on you to come to work on time, every time. If you are ill and unable to work, we will support you in every way we can. To be fair to everyone, we have set attendance standards that we expect you to keep.

What to do if you are ill

- Call your manager as soon as you know you’re not going to be able to come to work wherever possible, preferably before you are due to start work
- Explain what is wrong with you and how long you think you might be off sick. If it’s due to an accident in work, we need to know immediately
- Agree a contact plan with your manager to let us know how you are so we can support you
- If you’re off work for more than seven days, ask your GP for a certificate and send it to your manager

From April 2010 the GP certificate may make adjustments to your work or workplace to allow you to return to work (the Fit note). If your GP advises that you may be fit for work, you should contact your manager to discuss how we can help support your return.
Your attendance

Coming back to work after being ill

• Report to your manager who will arrange a short meeting to ensure you are fit to come back
• You will be given a self-certification form to fill in. This will cover the first seven days you were away

Attendance standards during your trial period

If you become ill you’ll naturally want to feel that you have the support of your employer and our attendance procedure is nationally recognised as being fair and good practice.

We depend on regular attendance from all our colleagues to provide excellent service to our customers and there are standards and procedures that apply to all absences due to illness during your trial period.

You will be offered the support of the Occupational Health Service and your manager may discuss our attendance standards with you. Managers hold these meetings with colleagues in confidence, reminding them of the need to improve attendance, offering support and emphasising that failure to improve attendance can lead to dismissal. Any mitigating circumstances will always be taken into account prior to any decision being made as to whether to issue a formal attendance review.

Unauthorised absence

Our customers expect great service, whoever they are and wherever they live or operate from.

Great service is what we all aim to deliver and that is why it is important to let your manager know if you cannot attend work. In the unlikely event that you are away from work without letting your manager know, this will be classed as unauthorised absence, which will be unpaid.

This is because it breaches your contract and results in disruption of the services we offer to our customers. It may then be dealt with under our Code of Conduct.
Your uniform

Different business units have varying uniform policies; your manager or coach will explain the uniform policy that applies to your area of work. However, if you have face-to-face contact with customers you will need to wear a full uniform.

If you work exclusively in a non customer face-to-face role, you will be advised whether you need to wear a uniform or not.

If you are entitled to a uniform, your manager or coach will explain at what stage this can be ordered. We are all expected to show high standards of behaviour and a smart and clean appearance. The uniform should be worn in accordance with our business standards.

- It’s also worth remembering that jewellery can be dangerous, as dangling or loose items can become trapped in machinery.
- If you are working on a cycle delivery, a cycle helmet and a high visibility jacket will be issued to you.
- You will be issued with a photo ID badge, which you must visibly display when on all Royal Mail premises.

If you are not required to wear a uniform, your manager will advise you of the appropriate workplace dress standards.

- To keep you safe, high visibility clothing and other specific personal protective equipment (PPE) will be issued for all duties that need you to wear such clothing and protective equipment. Wearing it is mandatory in all the defined areas.
The benefits

You can certainly expect a warm welcome to Royal Mail Group. We’re proud of the terms and conditions we offer and here are just some of the benefits you can look forward to.

Your training
Your training starts on your first day with us. You will learn to make sure that you can carry out your role safely and effectively. The development you will get will be tailored to the role you do and the place you work, but you can expect our full support in helping you to do your role – and get the most out of it – from day one.

Your holidays
We offer good holiday entitlement that increases over time. To find your exact holiday entitlement please see your ‘contract of employment’.

Holidays will have to be agreed in advance, but we will honour any holidays you have booked before you joined us.

There is also the opportunity to purchase additional holiday.

Your manager and your coach will show you exactly what to do when you want to book a holiday.

Special leave
This can be arranged to support you in a range of circumstances such as arranging funerals or for family emergencies.

Special leave is not an automatic right and you will need to speak to your manager about it beforehand.
The benefits

**Maternity leave**
If you are, or become pregnant, you will be allowed to take reasonable time off with pay to keep appointments for antenatal care on the advice of a doctor. After the first appointment, evidence may be required of the appointments and a certificate confirming the expected date of childbirth. You will have the right to take a period of maternity leave and provided certain conditions are met you will receive payment for all or part of that leave. You will also have the right to return to work after or during that period of maternity. If you are pregnant, please ask your manager for a copy of the maternity guidelines.

**Paternity leave**
The amount of paternity leave you can get will depend on how long you’ve worked for us. To help us plan cover for you, please let us know as soon as possible the date the baby is due, preferably at least 15 weeks beforehand.

**Parental leave**
You can take a total of up to 13 weeks parental leave for each of your children up until their fifth birthday, or 18 weeks until your child’s 18th birthday where they are disabled. It must be taken in weekly blocks and you will not be paid during this time.

If you think you’ll need this, refer to the policy guide for further details and speak to your manager, giving at least 21 days notice.

**Childcare vouchers**
Parents and carers can save money on the cost of childcare with our childcare voucher scheme.
The benefits

Career progression
Once you have successfully completed your trial period, you can start to think about how you could develop your career with us. There will be opportunities to learn and develop new skills within your office and also, when you are experienced, you might want to think about becoming a coach yourself (if applicable within your business unit). You’ll also be able to apply for jobs in other parts of the company if you want to.

You might also want to think about management positions after a while. Your manager can give you details of these vacancies, which are published on our internal website.

Flexible working
Royal Mail recognises that some people may wish to have flexibility in their work patterns. Examples that may be considered are:

Job sharing - When the duties and responsibilities of one post are shared between two or more people.

Term time working - This is designed to give people with family commitments the flexibility to have more time off during the school holidays.

Changing working hours - Altering the times of your duty or the hours you work.

Please speak to your manager if you would like more information.

Sports and social
If you are an employee who is regularly involved in competitive sport, either as an athlete or in a key support role (e.g. chairperson of a club or coach of a team), there is a scheme that can offer you support.

The Sports Foundation recognises the important contribution that our people make towards the success of the business. During the first year, the Sports Foundation supported nearly 17,000 Royal Mail Group colleagues in their competitive sporting activities.

The Sports Foundation can offer support in a number of different ways including:

- Sports Foundation branding of kit or equipment
- Proactive PR where appropriate (elite athletes) e.g. promotion of products and services, including stamp launches

You can call Sports Foundation on 0151 284 1221 or e-mail them at sportsfoundation@charitiestrust.org
Pensions

Royal Mail Defined Contribution Plan
If eligible, new employees are automatically enrolled into this plan and start to contribute once they have completed a 12 month waiting period (reducing to three months if they qualify for automatic enrolment).

Automatic enrolment regulations affect all employees who are not members of a Royal Mail Group pension plan. For those who qualify, they will be automatically enrolled into the Defined Contribution Plan. Employees who are automatically enrolled may opt out if they wish, but only after they have become a contributory member of the Plan. Information will be sent to employees when they are affected by the automatic enrolment regulations.

Information on the Plan can be found at: www.zurich.co.uk/save/royalmaildcplan

For all Defined Contribution Plan enquiries please contact the Defined Contribution Plan administrators Zurich Assurance Limited (‘Zurich’) by email, phone or post:

Email: royalmailserviceteam@uk.zurich.com
Phone: 0800 092 8263
Post: Zurich Royal Mail Service Team
    PO Box 1073
    Cheltenham
    Gloucestershire
    GL50 9NN

Employees will be required to provide their full name, date of birth and National Insurance number in any correspondence or phone call.
Pensions

Royal Mail Group Life Assurance Scheme
Employees who are not members of a Royal Mail Group pension plan may be eligible for a death in service benefit from the Royal Mail Group Life Assurance Scheme.

Information on the Scheme can be found at: www.royalmailgroup.com/careers/our-culture/pensions

For all Royal Mail Group Life Assurance Scheme enquiries please contact HR Services by email, phone or post:

Email: pensions.helpline@royalmail.com
Phone: 0114 241 4545 (Postline network users can call 5456 4545)
Post: Leavers Team, Royal Mail HR Services, Pond Street, Sheffield, S98 6HR.

Employees will be required to provide their full name, date of birth and National Insurance number in any correspondence or phone call.

Please note that the information in this welcome pack is only intended to be a brief summary of the pension and death in service benefits which you may be entitled to and it does not create any contractual entitlement. The legal documents which govern these arrangements will prevail over the welcome pack in the event of any discrepancy. Royal Mail Group reserves the right to withdraw or amend the benefits provided by its pension and death in service arrangements at any time.
Supporting communities

As one of the biggest organisations in the UK, we play a major role in communities. We employ local people, and connect consumers and companies. We also support hundreds of charities and good causes through our Charity of the Year, payroll giving and grants programmes.

Our people take great pride in the work they do in their communities and we want to support you in helping others.

Charity of the Year
In 2014, around 40,000 Royal Mail colleagues voted for the Stoke Association as our Charity of the Year, from a shortlist of three charities including Age UK and Diabetes UK. Our aim is to raise at least £2 million for the Stroke Association. For every penny raised by colleagues, up to £1 million, Royal Mail will match it.

£2 million would fund grants of up to £300 to help 10,000 stroke survivors who do not qualify for government or other types of help.

As part of our ‘everyone’s a winner’ approach, once we have raised £2 million for the Stroke Association, Royal Mail will match money raised for any of the three charities, penny for penny, up to a further £1 million. Every employee can apply for up to £2,500 penny for penny matched giving each year under the Charity of the Year scheme.

Fundraising, volunteering and community support grants
In addition to our Charity of the Year programme, you can also support your chosen charities with the help we provide through additional support to help you give back to communities.

• Fundraising grant: You can apply for a grant of up to £200 once every funding year to help cover the costs of materials for your volunteering project and costs of organising the activity.

• Community Support scheme: You can apply once every funding year for up to £200 in matched giving from Royal Mail for money you raise for any registered charity or good cause in the UK.

• Volunteering grant: You can apply for a grant of up to £400 once every funding year to help cover the costs of materials for your volunteering project and costs of organising the activity.
Supporting communities

You can find more information, and apply for grants at: http://www.myroyalmail.com/community/how-donate-all-charities

Volunteering in your community can allow you to develop skills such as communication and project management skills. You could also volunteer to be the Charity Champion at your site and get involved in promoting the support available. For more information on the support available, please contact the community team at: community@royalmail.com

Payroll Giving
You can donate to charity directly through your payroll. The funds are donated before tax so it costs less to donate what you pledge.

In 2014, we reached a milestone £50 million contributed to over 975 charities through the scheme since 1989 – this is a testament to the great generosity of our people and earned us a Guinness World Record!

Education
Education and especially literacy is important to us as a business, as it fits with what we are as a company. Packs have been developed for a range of ages from primary to secondary school and across a range of subjects from the ‘Journey of a letter’ to ‘Climate change’ and ‘Enterprise’ packs.

The packs are developed with education specialists and over 40,000 are sent out every year free of charge to schools. You can get involved by visiting a local school to present one of the packs and engage with the pupils.

If you’re interested in getting involved, get in touch with us at community@royalmail.com
Environment

We aim to ensure that our business operations have a positive impact on our future and minimal impact on the environment. We focus on reducing our use of energy and water, decreasing the amount of waste we create and send to landfill, and supporting the natural environment. By doing a little bit every day, you can help look after our environment.

Managing our waste
We’ve teamed up with Veolia Environmental Services to increase the amount of waste we recycle instead of sending it to landfill.

We diverted 71% of waste from landfill last year, achieving our 2014-15 target of 70% one year ahead of schedule.

You can do your bit by making sure that you recycle where possible – look for the recycling bins and guidance around your site for information on what can be reused or recycled rather than sent to landfill.

Rubber bands
We use millions of bands each year, and we have processes in place at our sites to collect and reuse them.

Discarding rubber bands on our streets is harmful to the environment and wildlife, costs money and is damaging to all of our reputations – but this needn’t be the case.

Please reuse your rubber bands and ensure you don’t drop them on the street. Littering rubber bands can be harmful to wildlife and pets, as well as the environment. It could also lead to a £1,000 fine.

If you have any questions or ideas on better ways to do things, get in touch with your local Environment Pillar lead, or email us at environment@royalmail.com.
One of the great things about working here is that you’ll find that our company is made up of a diverse set of individuals, differing in many ways that are both visible and non-visible, such as race, sex, age, disability, and personality. By treating people with dignity and respect at work, we can create an environment where people feel valued and can perform to their best, which helps the business achieve its goals.

Diversity means recognising, as individuals and as a company, that everyone is unique and deserves support and respect at work. Ours is a company where discrimination, harassment, bullying and prejudice will not be tolerated and every individual is personally responsible for promoting dignity and respect at work across Royal Mail Group. We want to lead the way in showing how well it can work. It’s up to every individual to be personally responsible for making sure everyone they come across is treated with respect.

If you think you or a colleague has been treated unfairly or without respect, you must raise this with an appropriate manager. Your concerns will be addressed promptly, sensitively, confidentially and robustly. If you feel you have a genuine complaint at work we want you to bring it to our attention.

**Harassment or bullying**

No one should have to put up with any form of bullying, harassment or unfair treatment at work. It will not be tolerated in any shape or form by any of our managers or colleagues, whatever their grade.

If you feel you are being bullied or harassed, you should talk to your line manager or human resources manager, if possible. If this is not possible, you should ring the independent Bullying and Harassment Helpline.

**Helpline number**

**0800 58 74 777**

**Website**

[www.rmgbh.co.uk](http://www.rmgbh.co.uk)
Promoting equality

The Helpline is supported by the Communication Worker’s Union and Unite and is open 24 hours a day, seven days a week.

It is run by external, fully qualified and impartial advisors who will treat your concerns quickly, sensitively and confidentially.

What is bullying?
Any behaviour that undermines the competence, effectiveness or confidence of the person being bullied. This could be a one-off incident or something that is happening on a regular basis.

What is harassment?
Harassment is any behaviour which is unwanted by the recipient and which may affect the dignity of the individual or group of individuals at work.

Diversity and Equality Policy
We’re a large organisation and we employ many people from every walk of life. We want to make the best use of everyone’s ability, experience and knowledge, so our diversity and equality policy has been set up to make sure that everyone benefits from it, whether they are an employee, a customer, a client or a supplier.

Our policy states that everyone receives the same respect and recognition of their aspirations as the next person, no matter what their race, colour, creed, ethnic or national origins, gender, marital status, sexuality, disability or age.

Room for improvement?
When you’ve been in the job for a while, you may think of ways we can make our policies better or more workable. If you think of any, however small, please speak to your manager or coach. We’re always looking to improve the way we do things and we value your help.
Promoting equality

Welcoming Disabled People
Nearly one in five people of working age in Great Britain are disabled. There are more than 11 million people with disabilities in the UK, all of whom are potential customers. Treating all disabled customers and colleagues with dignity and respect is not just a legal obligation, it makes good business sense.

We are committed to promoting equality for disabled people, as well as meeting the requirements of the Equality Act (2010), and will be looking for you and your colleagues to support both disabled colleagues and customers.

As a Two Ticks employer, Royal Mail Group commits to meeting with our disabled employees at least once a year to discuss what can be done to develop and use your abilities. We also make every effort to help employees who become disabled to discuss any adjustments you may require with your line manager.

We also work closely with Access to Work, which is part of the Department of Work and Pensions.
The Equality Act
The Equality Act was introduced in 2010 and replaced the Disability Discrimination Act.

The Equality Act sets out various obligations that organisations such as Royal Mail Group owe to both disabled colleagues and disabled customers.

Disabled colleagues share the same general employment rights as other colleagues, but there are also some special provisions for them under the Equality Act. Under the Equality Act, it is unlawful for employers to discriminate against disabled people for a reason related to their disability in all aspects of employment, unless this can be justified.

According to the Equality Act, Royal Mail Group must not:

- Unjustifiably treat either disabled colleagues or customers less favourably than others because they have a disability
- Unjustifiably fail to make reasonable adjustments to overcome difficulties that disabled colleagues might otherwise have at work
- Unjustifiably fail to make reasonable adjustments to overcome difficulties that disabled customers might otherwise have in accessing Royal Mail Group’s services

We are committed to meeting the requirements of the Equality Act and will be looking for you and your colleagues to support both disabled colleagues and the service that we provide to all of our customers.

More information about the Equality Act can be found at:

Disability Helpline: 0800 028 6142
Website: www.royalmail.com/disabilityhelpline
Email: disability.helpline@royalmail.com

The Equality Act also means that employers will be acting illegally if they allow age prejudice to influence recruitment, selection, training, promotion or redundancy in the workplace. Many of us have fixed ideas about people when we know their age. But, when fixed ideas mean prejudices at work, we are not only looking at unfair treatment but unlawful behaviour.

Put simply, employers should recruit people on the basis of their ability and skills rather than how young or old they are. Such an approach makes business sense, as it will lead to a diverse workforce that is more representative of its customers and therefore more likely to be profitable. Colleagues of all ages should benefit from training, development and promotion, and there should be objective criteria for redundancy, based on a balance between the needs of the organisation and the needs of the employee.

Promoting equality
Promoting equality

Diversity is about individual and group relationships. It is not only the acknowledgement and appreciation of what is different in people but the positive value placed on this difference. People can be hesitant to talk about some issues because of the fear of using the wrong words and causing offence.

Language can be confusing as we try to use the right words that people choose to describe their own communities. People will not usually take offence if they realise that you are attempting to be respectful. However, it is both the intention and the tone that can causes the offence, as well as the words.

But language is a living and evolving thing and cannot simply be decreed. Language can be abused as well as being abusive. It is as powerful a weapon when used to exclude people, as it is a way to empower them. It is not a matter of political correctness but of respect to others and recognition that the words we use can have a powerful negative or positive effect.

**We are positively committed to providing and promoting equality of opportunity for all existing and prospective colleagues and agents.**

**Fair Employment & Treatment (NI) Order 1998 (Applicable for Northern Ireland)**

If you are a colleague joining us in Northern Ireland, it is important for you to note that within the provisions of the local fair employment legislation, Royal Mail Group plc is a specified public authority, and as such, is registered with the Equality Commission for Northern Ireland, the independent public body responsible for promoting equality of opportunity within Northern Ireland.
Help and advice lines

HELP
0800 6888777
24 hours a day,
7 days a week

Bullying & Harassment Helpline
0800 5874777
24 hours a day,
7 days a week

Zurich Royal Mail Service Team 0800 0928263
08:00 - 17:30 Mon – Fri

Uniform order line
0800 7315137
08:00 – 18:00 Mon – Fri

HR Services
0845 6060603
08:30 – 17:00 Mon – Fri
09:00 – 17:00 Tues

Corporate Responsibility Helpline
0845 6009665

Disability Helpline
0800 0286142
09:00 – 17:00 Mon – Fri
calls welcome through RNID
Typetalk and BT Text Direct

Security Helpdesk
020 7239 6655
24 hours a day,
7 days a week