

## Designated Universal Service Provider Condition 3.4

### Access - Social Obligations

Under Designated Universal Service Provider Condition (DUSP 3.1) Royal Mail, is required to provide or arrange for the provision of Post Office letter boxes and other access points to enable customers to obtain access to the Universal Postal Service in a way which meets the reasonable needs of users having regard to the costs of providing and servicing such access points.

(DUSP 3.4) requires Royal Mail to create a statement of the arrangements it has made to ensure that customers who have significant difficulty in reaching Post Office letter boxes and access points because they are blind or partially sighted, infirm through age, chronically sick or disabled are able to post letters and packets regularly and as far as possible without significant cost attributable to their difficulties.

### Statement

The Royal Mail Group recognises that many of its customers whether disabled or not have individual needs when seeking to make use of its services. It recognises that for some customers, the nature of their disability may mean that they have specific difficulties accessing Post Office Branches and postboxes. Royal Mail Group endeavors to comply with its obligations to customers under the Equality Act 2010.

### Present Arrangements

Details of the Royal Mail policy on accessing information about services is located on its website at

<http://www2.royalmail.com/customer-service/website-accessibility>. It provides information about how customers with impairments affecting sight, fine motor function and learning disabilities can access information about products, services and other information which is available on the customer facing website. For those customers who do not have access to a computer Royal Mail can be contacted by telephone on 08457 740740 to obtain this information, text phone users should use 08456 000606. Information can also be obtained by writing to Royal Mail Customer Services at FREEPOST PO Box 740 Plymouth PL9 7YB. If customers use alternative formats such as Braille, audio or large print Royal Mail will respond in the same format.

Information about the location of Post Office Branches, where customers are able to mail large items and access enhanced services such as Special Delivery are available at <http://www2.postoffice.co.uk/find-out-more/post-office-website/accessibility>. This website contains a link to <http://www.directenquiries.com/> which customers can use to search for a Post Office Branch that has the facilities for them to access services, in the best possible

surroundings for their particular disability. Telephone numbers for local Post Office Branches can be located in telephone directories or obtained by using a telephone directory service.

Post Office Ltd can be contacted on telephone number 08457 22 33 44 and text phone users can call 08457 22 33 55, to supply this information. Information can also be obtained by writing to Post Office® Customer Care at FREEPOST PO Box 740 Barnsley S73 0ZJ. If customers use alternative formats such as Braille, audio or large print Post Office Ltd will respond in the same format.

### Buildings

Royal Mail Group Property and Royal Mail Group Facilities Management, ensure that when premises are acquired or adapted by Royal Mail or Post office Ltd for its own use, that the provisions of the following are followed:

Building Regulations 2000 (as amended) - Approved Document to Requirement M-Access to and use of Buildings 2004 Edition and British Standard BS8300:2009 - Design of buildings and their approaches to meet the needs of disabled people -Code of Practice.

### Network Access

Post Office Ltd is a wholly owned subsidiary of Royal Mail. Through its Post Office Branches it has the largest retail network in Europe, providing services to the public. It recognises the challenges and commercial opportunities represented by customers with special needs, which include the customers defined by DUSP 3.4 and is committed to ensuring that:

- all directly managed Branch Offices; where the properties are owned or leased by the group and where the staff are its employees, are as accessible to customers with special needs as is reasonably practicable;
- Post Office Branches which are owned by independent Postmasters of various kinds deliver solutions for customers with special needs, wherever reasonably practicable;
- Royal Mail Group Policy is that all agents comply, as far as is reasonably practical, with the requirements of the Equality Act;

## Post Office Letter Boxes

Royal Mail take great care when installing a new post box or relocating an existing one that the new location is as accessible as possible for all people in the community including those who suffer from disabilities, subject to cost and other legal and environmental constraints.

## Accessing Collection Points

- Customers in rural areas can hand mail carrying appropriate postage directly to postmen and women. However Royal Mail reserves the right to reject mail if it is too bulky or heavy.
- Customers with a lockable [Private Roadside Letter Box](#) can leave mail in it for daily collection at the same time as Royal Mail deliver. For unlocking and re-locking a box, Royal Mail makes a small annual charge per year. Customers may also use an unlocked box at their own risk.
- Where a customer lives closer to a Delivery Office than a Post Office Branch then some Delivery Offices will accept mail directly from customers via the Enquiry Office, (all must have a Post Office letter box nearby). All mail must be prepaid.
- In certain remote parts of the Country a post bus service is available. Customers can use it to get to collection points. A charge is made for this service. Details of the routes are available from the customer facing website at <http://www.royalmail.com/portal/rm/content1?catId=400130&mediaId=500084>

Operational managers will endeavor to respond sympathetically to customers who have special needs and deal flexibly with their requirements.

Royal Mail Group is a member of the Employers Forum on Disability, working with the Countries top companies on the challenges faced in providing an inclusive service for disabled customers. Royal Mail is a Gold Card Member of the Forum.

## Future Intentions

Royal Mail's policy on the provision of services to customers with disabilities is currently being redrafted to ensure that it complies with its obligations under the Equality Act 2010. This statement is available in a number of alternative formats. Royal Mail Customer Services can supply assistance in its provision on the Royal Mail website or on number 08457 740740

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