



Condition DUSP 1.8.4

Royal Mail statement on the arrangements for users of postal services who are blind, partially sighted, infirm through age, chronically sick, or disabled

Regulatory Obligations in regard to access arrangements

Under Designated Universal Service Provider Condition (DUSP) 1.8.1, Royal Mail is required to provide or procure the provision of letter boxes and other access points to enable customers to obtain access to the Universal Postal Service.

DUSP 1.8.4 requires Royal Mail to establish, maintain and review annually a statement of arrangements to ensure that customers who have difficulty in reaching access points because they are blind, partially sighted, infirm through age, chronically sick, or disabled are able to access the universal services regularly and as far as possible without significant cost attributable to their difficulties.

Statement of arrangements

Royal Mail recognises that many of our customers, whether disabled or not, have individual needs when seeking to make use of our services. We recognise that for some customers, the nature of their disability may mean that they have specific difficulties accessing Post Office Branches and letter boxes. Royal Mail Group commits to complying with its obligations to customers under the Equality Act 2010.

Royal Mail Group undertakes the following to discharge its obligations:

a) Information on our services

Details of the Royal Mail policy on accessing information about services are located on our website at <http://www.royalmailgroup.com/about-us/our-policies/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. For those customers who do not have access to a computer Royal Mail can be contacted by telephone on 03457 740740 to obtain this information, text phone users should use 03456 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.

b) Royal Mail buildings access

Royal Mail Group ensures that when premises are acquired or adapted by Royal Mail for its own use, that the following building regulations are considered:

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.

c) Post Office access

Post Office Ltd, 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;
- Post Office Ltd. Policy is that all agents comply, as far as is reasonably practical, with the requirements of the Equality Act.

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://www.postoffice.co.uk/branch-finder>. In addition customers can search for local branches that have the facilities which allow them to access services in the best possible surroundings for their particular disability at <http://pola.directenquiries.com/defaultPOL.aspx>.

Post Office Ltd can be contacted at <http://www.postoffice.co.uk/general-enquiry> and text phone users can call 03457 22 33 55. Information can also be obtained by writing to Post Office® Customer Care at FREEPOST, POST OFFICE, CUSTOMER CARE. If customers use alternative formats such as Braille, audio or large print Post Office Ltd will respond in the same format.

d) Letter Box access

Royal Mail takes great care when installing or relocating a postbox, ensuring that its location is reasonably accessible for all people in the community including those who suffer from disabilities, subject to cost and other legal and environmental constraints.

e) Collection Point access

There are a number of additional ways customers can access Royal Mail's network. Customers can access Royal Mail's network in the following ways - subject to operational viability.

- Customer in rural areas can hand letterboxable¹ sized mail carrying the appropriate postage directly to delivery staff whilst their delivery of mail is being made.
- Delivery Offices will accept mail bearing the appropriate postage directly from customers at Enquiry Offices and Customer Service Point counters. These access points will also accept parcels bearing stamped postage up to 61cm x 46cm x 46cm in size and no heavier than 20kg providing they do not contain Prohibited or Restricted Goods or are for delivery to an international address. The latest acceptance times for posting items vary from Delivery Office to Delivery Office: The time will be displayed in each Enquiry Office or Customer Service Point.

Unfortunately, these additional arrangements are not suitable for accepting Special Delivery, Royal Mail Signed For™ or items larger than letterboxable¹ size. It should be noted that items containing Restricted Goods cannot be accepted as part of the arrangements below and must be taken and correctly declared at a Post Office Branch.

¹ Letterboxable is determined as a size of 250mm wide x 50mm high.

Disability Forum

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

Royal Mail Customer Services can supply further assistance on the Royal Mail website or on number 03457 740740.

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