



## Royal Mail & CWU National Joint Statement Age and Identity Verification services frequently asked questions



### Introduction

Following the joint statement circulated in August and the roll out of training packages this document intends to further support the understanding of Age and ID Verification services. It is also jointly recognised that the introduction of these new services place frontline colleagues with further added responsibilities and challenges, accordingly where any instances or difficulties are being experienced by frontline colleagues these will be managed and treated in a fully supportive manner. Frontline colleagues will be provided with the necessary support along with any further training and coaching necessary to help them carry out this task. If you require any further information please contact [askparcels@royalmail.com](mailto:askparcels@royalmail.com)

Please see below frequently asked questions:

<b>Question</b>	<b>Answer</b>
<p>1) What should front line colleagues do if they are unable to validate the customers age or identity at the doorstep or Customer Service Point?</p>	<p>If a frontline colleague is unable to validate the customers identity at the doorstep the item cannot be delivered, a P739 should be left with the customer and the item should be returned to the CSP/ Enquiry Office.</p> <p><b><u>Age Verification - steps to follow:</u></b></p> <ol style="list-style-type: none"> <li>1) Can I verify that the customer is over 25 – if no, move to next step</li> <li>2) Can I validate the customers ID to verify the customers age is over 18 – if no, move to next step</li> <li>3) Ask if there is somebody else in who is aged 18 or over who can sign for the item, mention they may need ID - if no, move to next step</li> <li>4) Explain to the customer that as it has not been possible to verify their age the item will be returned to the CSP/ Enquiry Office where an individual aged 18 or over may collect the item</li> <li>5) Leave P739 with customer as unable to validate their identity</li> <li>6) Collection at CSP/ Enquiry Office, customers will need to verify their age to collect the item. If it is not possible to verify their age visually, ask to see a valid passport or driving licence to confirm the customer is aged 18 or over. Ensure you check the signature on the PDA is a match to the signature on the ID presented to verify the ID belongs to the person.</li> </ol> <p><b><u>ID Verification - steps to follow:</u></b></p> <ol style="list-style-type: none"> <li>1) Can I verify the persons ID matches the name of the addressee on the item – if no, move to next step</li> <li>2) Can I verify that the ID presented matches the person at the doorstep – if no, move to next step</li> <li>3) Explain to the customer that the item is to be Returned to the CSP/ Enquiry Office</li> <li>4) Leave P739 left with customer as unable to validate their identity</li> <li>5) Collection at CSP/ Enquiry Office, if unable to validate the customers identity, ask to see a valid passport, driving licence and specific photo ID cards (foreign national, military, police warrant, Royal Mail employee, NHS or senior citizen bus pass).</li> <li>6) To confirm the customer is the named person on the item and validate their signature on the PDA against ID seen.</li> </ol>
<p>2) What should front line colleagues do if the receiving customer is unable to get to the door?</p>	<p><b><u>Age Verification</u></b></p> <p>If a customer is unable to get to the door, see if anyone else is available to sign for the item using the Challenge 25 process. If no one is available return the item to the CSP/ Enquiry Office and leave a P739 card.</p>

	<p><b>ID Verification</b> Frontline colleagues must deliver the item to the named person only and gain a signature to confirm delivery. Therefore, if a customer is unable to get to the door the item needs to be returned to CSP/ Enquiry Office and P739 card left.</p>
3) How do we Deliver AGE/ID items to Prisons, Hospitals, Nursing, Care Homes, Hospices and locations with a central delivery point for <b>ALL</b> mail?	<p><b>Age Verification</b> For locations using a central delivery point anyone can sign for this item using the Challenge 25 process. However, if no one is available the item needs to be returned to the CSP/ Enquiry Office and a P739 card left.</p> <p><b>ID Verification</b> For locations using a central delivery point frontline colleagues must deliver the item to the named person and gain a signature to confirm this delivery. If the named person is not available the item can be returned to CSP/ Enquiry Office and a P739 card left.</p>
4) Will the P739/ e739 be updated so that it clearly clarifies what is required to collect the item?	The P739 will not be updated however this will be reviewed once deployment has commenced to understand if any changes are required. The e739 has been amended to reflect the changes for Age and ID Verification services.
5) What happens if I see a parcel that is marked up that it contains a blade but an Age Verification service has not been used to post this item?	<p>This would be a clear breach of contract with our customers which states that blades must not be sent unless the Age Verification service is used, as such;</p> <p>1) We would need to hold the item back and would not deliver it. The parcel would be treated as a prohibited item and this is the process that should be followed i.e. we can dispose of the item as we see fit.</p>
6) Can an Age Verification item be delivered to a neighbour?	<p>Age Verification items can be delivered to a neighbour if the item is a tracked product and only if there is no response at the intended address. The same doorstep process would apply in that the neighbour will need to be aged 18 or over and be able to produce a Valid Passport or Driving Licence if required.</p> <p><b>Please note:</b> Items <b>cannot</b> be delivered to a neighbour if the product is Special Delivery Guaranteed.</p>
7) What support will frontline colleagues have at the doorstep should the customer have no knowledge of the Age and ID Verifications services?	The receiving customer will be sent notifications (email/SMS) as the item is scanned through Royal Mail's pipeline. These notifications will state that proof of ID will be required. A customer information card has been produced to support conversations between front line colleagues and customers at the doorstep. This card provides further information about Age and ID Verification services, including weblinks for the customers to be able to find out more information.
8) Can individuals (e.g. frontline colleagues) be criminally liable under the Offensive Weapons Act (OWA)?	<p>1) Individual Royal Mail employees (e.g. frontline colleagues) cannot be criminally liable even if a frontline colleague delivers a blade to a person under the age of 18.</p> <p>2) Only Royal Mail Group, as a corporate entity, can be criminally liable.</p> <p>3) Sellers of knives who arrange for blades to be delivered in the UK can also be criminally liable.</p>
9) Will First Time Delivery compliance be affected when we cannot deliver an item to the customer if they produce invalid ID?	The First Time Delivery compliance will <b>not be</b> affected. If we attempt to deliver an item and the receiving customer fails to produce valid ID this will be treated as a successful delivery attempt.
10) How should security breaches whilst on delivery be recorded?	<p>Extract from training materials: Health &amp; Safety are of paramount importance to both Royal Mail, CWU. It is important that, if at any stage a frontline colleague feels threatened or in danger, they should walk away from the doorstep (leaving the parcel if necessary) and inform the Security Helpdesk, line manager and the police (if required)</p> <p>You can contact the Security Helpdesk through your PDA menu or dial (0207 239 6655). Alternately, you can dial 999.</p>
11) What is the process for the delivery of items in 'high crime areas'	<p>We have a standard process in place for these instances, please see the link below to this guidance: <a href="https://intranet.royalmailgroup.com/OperationsModernisation/Pages/U">https://intranet.royalmailgroup.com/OperationsModernisation/Pages/U</a></p>

and/or 'known unsafe delivery points'?	<a href="#">SO Delivery Exceptions.aspx</a> If you require further guidance please contact the USO Compliance Managers, Abe McCallum on 07803 638921 or Johanne Street on 07710 374554.
12) How will any delivery associated risks be transferred and dealt with on afternoon delivery (LATs)?	Colleagues performing afternoon deliveries have received training for handling these items. We have a standard process in place for these instances, please see the link below to this guidance: <a href="https://view.pagetiger.com/LAT">https://view.pagetiger.com/LAT</a>
13) What do I do if the item has an Age Verification / ID verification label but the PDA does not recognise the barcode and does not trigger ID validation.	In this situation an EPOD card can be used instead of the PDA following the same processes <b>outlined in question 1</b> for Age Verification and ID Verification. If you are unable to confirm that the customer is aged 18 or over, leave a P739 card with the customer and return the item to the CSP/ Enquiry office.
14) What doorstep and/or delivery safeguards will Royal Mail take to demonstrate "all reasonable precautions" and "due diligence"?	The following safeguards are as follows: 1) Training has been delivered to all frontline colleagues and built into induction training for all new entrants. 2) All training has been recorded on Success Factors. 3) Script included on PDA reading; 'by signing for this item you are confirming that you are aged 18 or over.' 4) Challenge 25 principles adopted. 5) PDAs will prompt frontline colleagues throughout the process. 6) If any frontline colleagues remain unsure, they should speak with their line manager, workplace coach or local representative.