

# Walk Safe

## Introduction

Nothing is more important to us as a business than the safety and wellbeing of our employees who have the right to expect to be able to go about their work without the fear of an attack or any form of intimidation. Generally the risk of attacks to our people is low. However there are instances where these risks increase in particular locations from time to time. This is why we have put in place an improved framework, for dealing with the risk of confrontation while our employees are on foot in the community.

## Has anyone been attacked or threatened recently?

- Where did it occur?
- What did you do about it?
- Do you still feel threatened?

## How can you avoid being attacked?

- Be alert to the possibility of an attack or intimidation – talk to me about any concerns you have about security
- Do not wear a personal music device when out and about
- Do not sort items in the street – do all your preparation in the office
- Avoid taking shortcuts, like alleyways or across waste ground
- Avoid the risk of theft or robbery by not leaving mail visibly unprotected.
- Be polite and to the point in discussions with members of the public
- Be careful when discussing your job and the sort of things you carry
- Do not give information to a customer or to anyone else about other customers
- Inform me as soon as possible if you notice anyone acting suspiciously when you are out and about who is taking an unusual interest in your work
- If you feel threatened or you sense trouble, avoid the area. Make your way to where there are other people. Inform me or your manager immediately
- Avoid confrontation – it takes as much courage to walk away from threats of confrontation as it does to become involved
- Make eye contact with people – criminals do not like to be recognised
- However, avoid staring at people and move away from an exchange if the person becomes agitated (prolonged eye contact can signify aggression)
- Do not let yourself be drawn into an argument – the sensible option is to walk away

- Do not aggravate a situation by using threatening behaviour yourself – try to stay calm
- No matter what the provocation, do not abuse or attack anybody else.
- Do not get into a fight
- Try to 'back away' from the threat
- Get to know the 'safer areas' where you work so that if you are followed you can walk to a busier area where you know there will be other people
- If necessary, hand over items you're carrying to protect your welfare
- In extreme cases you may not be able to complete a delivery or collection, where this is the case endorse the items you are unable to delivered and return them to the office.
- Report to your manager immediately any threats to your safety or the mail and advise them of the deliveries or collections you were unable to complete

## **Why is it important to maintain service?**

- Our reach is an important brand value that helps us in the commercial environment
- Maintaining the Universal Service Obligation ensures everyone in the UK benefits from the same service
- People depend upon us to deliver or collect important items

## **What should you do if you are attacked?**

- If you are attacked, protect yourself first, letting go of items that you are carrying
- Inform the police immediately and then me, or your manager
- Ensure that the incident is reported to Group Security

## **What can we do to protect you?**

- There are a number of things we can do to protect you. Most of this depends on the maintenance of an up to date Walk Risk Assessment
- Where you raise the fear of confrontation we can complete a detailed Walk Threat Risk Assessment
- There are a number of control solutions we can introduce and ultimately we could withdraw service
- We can call in the help of Group Security and their local teams
- We will also support any individual in contacting the police where they wish to pursue a case of assault or intimidation

**For more information please speak to your manager**