



## Royal Mail & CWU National Joint Statement Age and Identity Verification products



### Introduction

The highly competitive parcels market continues to grow with customers demanding more from Royal Mail in terms of extra features on the parcels carried. Royal Mail is introducing two new product attributes from October 2019; Age Verification and Identity Verification. These new products will support customers who want more control over who an item is handed to.

Royal Mail is introducing this new service primarily for the following reasons;

- It will generate new revenue streams by creating an 'Age verification' attribute for RM Tracked T24/48 with signature and Special Delivery Guaranteed 9am and 1pm
- It will aid in the retention of Amazon/ marketplace seller volumes as they have requested an age verification product
- It will improve the customer experience by providing an offering that allows sellers to comply with the Offensive Weapons Act (OWA) which becomes law from October 2019

### Operational Impact

1. **Age Verification:** An attribute that will be used by customers who send items which can only be delivered to a recipient who is aged 18 or over following the principles of the Challenge 25 process. The product attribute will be available on Tracked 24/48 and Special Delivery items. This will be fully supported by the PDA on the doorstep and in the CSP/Enquiry Office, i.e. it will prompt you what to do. The ID accepted will be restricted to a valid Passport or Driving Licence.

This key operational step changes are:

- When ordering an age verification item and before point of sale the receiving customer will be asked to confirm they are aged 18 or over.
- Posting customers will use a standardised label which clearly identifies it as an Age Verification item (see example label image(s) below).
- The receiving customer will be sent notifications (email/SMS) as the item is scanned through the various points in Royal Mail's pipeline. These notifications will state that proof of age ID may be required (subject to challenge 25 being applied).
- If the recipient does not look over 25, ID will need to be shown to confirm their age. The **only acceptable** valid forms of ID are passport or driving licence. The recipient must be aged 18 or over on the day of delivery. The PDA screen will show the operator the date the recipient must be born before to be 18 or over on the day of delivery.

2. **ID Verification:** An attribute which will allow sending customers to restrict the delivery of an item to the addressee only. When a customer collects an ID Verification item it will need to be the **named addressee only** and they will not be able to ask for another person to collect the item on their behalf. This process will be fully supported by the PDA on the doorstep and in the CSP/Enquiry Office. The ID accepted will be restricted to proof of photo ID; passport, driving licence and specific photo ID cards (foreign national, military, police warrant, Royal Mail employee, NHS or senior citizen bus pass).

This key operational step changes are:

- When a supplier is sending an ID verification product, they will make the intended recipient aware that the item can only be delivered to the addressee.
- Posting customers will use a standardised label which clearly identifies it as an ID Verification item (see example label image below)
- Notification (email/SMS) will be sent to customer when item is scanned through Royal Mail's pipeline, detailing valid ID will be required.
- ID will be requested to confirm that the ID shown belongs to the intended recipient of the item.



## Communications & Training timescales

- Work place coach (WPC) train the trainer Skype sessions planned to commence on 26<sup>th</sup> August.
- WPC training session to front line w/c 2nd September, concluding by 27<sup>th</sup> September.
- Training materials consist of – Work time listening and learning, pocket guides, RMTV “on demand” videos, WPC how to guides, PDA screen simulator, Customer Service Point (Enquiry Office) customer facing poster and new customer awareness card which helps our staff deal with any conflict on the doorstep.
- One post code area goes live from 30<sup>th</sup> September to 11<sup>th</sup> October 2019.
- National go live - 14<sup>th</sup> October 2019.

## Labels

Example designs for our new labels for Age Verification:



- Tracked 24 and Special Delivery Guaranteed 1pm

Delivered by	
<b>Tracked 24</b>	Royal Mail
Signature	Postage on Account
<b>Age Verification</b>	
QA-012 345 6789-24A 24F 24C	No fee payable at (Location Type)
	
	AA 1234 5678 9AA
<b>Addressee Name</b>	Return Address
c/o (Location Name) (Location Type)	Address Line 1
Address Line 1	Address Line 2
Address Line 2	City
City	Post Code
Post Code	
For customer collection at (Location Type)	
Customer reference: 12345678901234567	
Department reference: 1234567890	

Delivered by	
<b>Special Delivery Guaranteed by 1 pm</b>	Royal Mail
	Postage on Account
<b>Age Verification</b>	
32-006 978 6000-08B 97D 6B2	
	
	JF 1094 5010 1GB
<b>RM Footer1</b>	Return Address
Royal Mail	Test Inconnect
Mount Pleasant Mail Centre	Lock Cottage
Farringdon Road	Woodham Lock
London	Weymouth
EC1A 1BB	KT14 6AU
Customer Reference: 1016 / RMFooter1 Production Test	
<b>Q27</b>	
	*EC1A1BB*

Example designs for our new labels for Identity Verification:

- Special Delivery Guaranteed 9am

Delivered by	
<b>Special Delivery Guaranteed by 9 am</b>	Royal Mail
	Postage on Account
<b>ID Verification</b>	
QA-012 345 6789-24A 24F 24C	No fee payable at (Location Type)
	
	AA 1234 5678 9AA
<b>Addressee Name</b>	Return Address
c/o (Location Name) (Location Type)	Address Line 1
Address Line 1	Address Line 2
Address Line 2	City
City	Post Code
Post Code	
For customer collection at (Location Type)	
Customer reference: 12345678901234567	
Department reference: 1234567890	

## Issues on the Doorstep

It is important that, if at any stage an OPG feels threatened or in danger, they should walk away from the doorstep (leaving the parcel if unable to take the parcel back) and inform the police (if required), the Security Helpdesk and their manager. **You can contact the Security Helpdesk through your PDA menu or dial (0207 239 6655). Alternately, you can dial 999.**

**It is acknowledged that the provision of this service will require OPG's to use their own judgement to make a determination as to whether a request for Age Verification is required when making a delivery. It is accepted that the possibility may exist for an incorrect assessment to be innocently made and the item delivered to a customer who is not of the**

**required age. It is therefore agreed that where a genuine mistake has occurred that the individual will not be held responsible.**

It is also jointly recognised that the introduction of this new service product places frontline OPG’s with further added responsibilities and challenges, accordingly where any instances or difficulties are being experienced by individuals these will be managed and treated in a fully supportive manner, accordingly individuals will be provided with the necessary support along with any further training and coaching necessary in order to help them carry out this task.

Both Royal Mail & CWU will work together to find ways to ensure when instances above take place, these are recorded and logged into a designated reporting system, to ensure they form part of the review process detailed below.

**Health & Safety and Safe Systems of Work**

It is reaffirmed that Health & Safety and SSOW are of paramount importance to both Royal Mail and the CWU, accordingly there will be full involvement in order to ensure that the necessary SSOW are in place and that all issues arising in this respect will be proper to the relevant RM safety experts and the CWU National Health & Safety Department.

**Summary / Review**

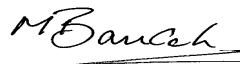
Following the deployment of these new attributes in October 2019 both parties will after 3 months’ review whether there has been any effect on the operation in terms of additional workload and time associated with the new processes, which then be subject to measurement by Industrial Engineers in order to ensure the correct planning values for each activity are captured and the necessary time for these tasks is proportionately allocated to duties within the agreed planning and resourcing tools. In advance of this the additional time taken for this new workload will be assessed and the correct time necessary to undertake these tasks established. This can then be factored into the weekly resourcing meetings in order to ensure sufficient time is included into duties.

All data/information generated from the deployment will be shared with the CWU at national level to assist with further discussions regarding Resourcing to Workload and accuracy of traffic forecasting.

In addition, as outlined above and from the commencement of the National rollout, any issues or difficulties experienced by frontline OPG’s carrying out this service product will be raised to the signatures of this Joint Statement National for resolution.



Kevin Thompson.....  
Royal Mail



Mark Baulch .....  
CWU

Date: 13<sup>th</sup> August 2019