Deliver mail

Overview

This standard is about delivering the mail to customers, and includes both internal and external delivery. This will include confirming the delivery schedules, and then sorting and bundling the mail so that it can be delivered in the most suitable order. You should take action to protect the mail during the delivery. This will also include identifying any problems with delivery, and taking the appropriate action.

This standard covers working in all mail service environments, including Royal Mail, and is aimed at all operatives involved in mail services at all levels.

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Performance criteria

You must be able to:

1. comply with relevant health and safety requirements and follow organisational procedures at all times when delivering mail
2. collect mail from the correct containers
3. handle mail safely to minimise the risk of injury to self, other staff, customers, or damage to the mail
4. sort and bundle the mail into a required order for the delivery route
5. identify mail items requiring customer special delivery
6. protect the mail during delivery according to relevant organisational and legal requirements
7. confirm details of the delivery route, schedule, and types of mail being delivered
8. deliver the mail according to the types of mail and the agreed delivery schedule
9. operate equipment and mechanisms at the delivery points correctly
10. identify and respond to any distribution problems using organisational procedures, including return of undelivered mail items
11. communicate with other staff and customers to provide them with any information relating to the delivery service or schedule
12. record the delivery of mail in the relevant information and recording system, in accordance with organisational procedures, and following any relevant data and information security regulations relating to staff, customers and delivery partners, including obtaining customer signatures when required

Knowledge and understanding

You need to know and understand:

1. the relevant industry and organisational health and safety requirements when delivering mail, and your own responsibilities for self and others
2. the relevant organisational procedures for delivering mail
3. delivery schedules, including routes and timings
4. the types of mail items that require delivery, including those with special delivery instructions
5. the locations of containers with mail ready for delivery
6. the handling risks involved in delivering different types of mail
7. the delivery routes and sequences
8. the types of special requirements for different types of mail
9. the types of risks to mail during delivery
10. the types of risk to self during delivery
11. the relevant organisational guidelines for protecting mail and the regulatory requirements relating to data protection
12. the methods and procedures for delivering mail to different types of addresses
13. the types of equipment and mechanisms used at delivery points
14. the types of problems that can be encountered during delivery and methods for dealing with them
15. the types of delivery services that are available
16. relevant organisational policies on confidentiality and data protection legislation
17. the information and recording systems used by the organisation and how to record information relating to mail delivery

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