

# Operations Standards SOP D22.7

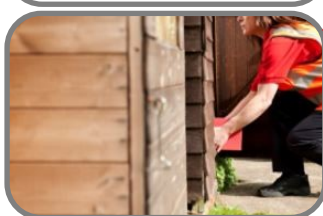


**Before starting:** Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees have a responsibility to protect and secure mails, whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises.

## Deliver to Safeplace

### Step 1

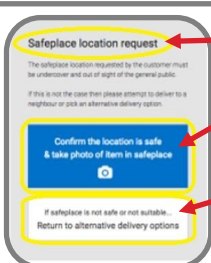
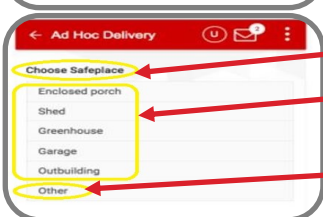
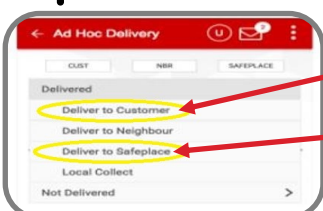
#### Scan Item



- Only **non-signature items** can be left in a SafePlace.
- This is either where there is a SafePlace instruction detailed on the label, the PDA displays a SafePlace Outdoor Inflight change request, (Step 2, 5 and 7) or if you have acknowledged agreement or understanding with your customer
- In all instances the SafePlace must be in line with the guidance and procedures detailed below, otherwise it is considered "door-stepping" and by doing so, you are leaving Royal Mail open to compensation claims and reputational damage.
- If you consider that the SafePlace location is not secure, open to the elements and/or it may potentially be damaged or stolen, do not leave the item in the agreed SafePlace location and then follow Step 5
- Where different items are for the same address and have alternative SafePlace locations on the label, each item must be placed in the SafePlace as directed and scanned Delivered to SafePlace.
- Only if there is an agreement can items be left in non-selected SafePlace locations. Otherwise the location used **MUST MATCH** what is printed on the label / PDA, or shown as part of an Inflight request
- If a generic instruction to leave "out of sight and undercover" appears the item must receive Delivery to Neighbour/P739 procedures (See SOP D22.2 Deliver barcoded items for scanning details)

### Step 2

#### Select Safeplace



- If the item has a barcode scan using the PDA
- If the SafePlace option is not available select "deliver to customer" and follow prompts
- If the SafePlace option is available, you must select "Delivered to SafePlace" and follow prompts
- The PDA will prompt for the SafePlace location to be confirmed
- If the location printed on the label matches one of the SafePlace options available on the PDA menu, then this option should be selected
- If the location printed on the label does not match any of the available selections, then "Other" should be selected
- Once the SafePlace location has been confirmed, the PDA will prompt for a final confirmation by selecting the highlighted confirmation box to confirm SafePlace location is compliant with Business Standards
- If the SafePlace location is **NOT** compliant with Business Standards, select the 'Return to alternative delivery options', then follow **Step 5**

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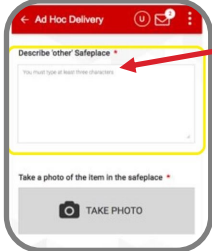
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### Standard Operating Procedure

#### Step 2 Cont

##### Select Safeplace



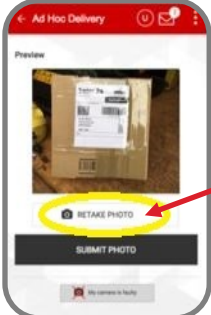
- If the "Other" SafePlace location is selected, you must enter the customer's choice of location you must manually enter, using the on-screen keypad.

#### Step 3

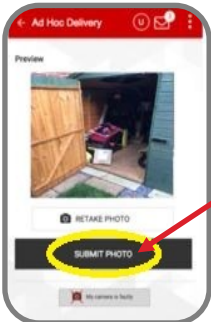
##### Image Capture



- Once the SafePlace location has been confirmed as compliant with Business Standards the PDA will automatically switch to the inbuilt camera mode
- When taking the photo, ensure the image clearly illustrates where the item has been left and is not just a picture of the item itself
- Tap the camera icon to take the photo



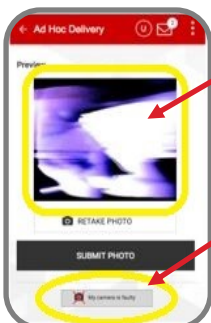
- If you need to retake the photo:
  - Tap 'RETAKE PHOTO'



- If the photo captures the item(s) in the SafePlace location:
  - Tap 'SUBMIT PHOTO'
- The PDA will then return to the 'Pending Jobs' screen

#### Step 4

##### Faulty Camera



- If the PDA's camera develops a fault preventing a suitable image of the item in its SafePlace location to be captured:
  - Tap 'My camera is faulty'

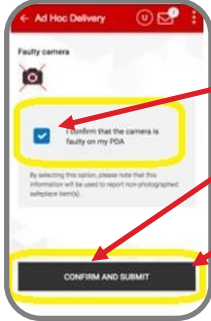
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## Standard Operating Procedure

### Step 4 Cont

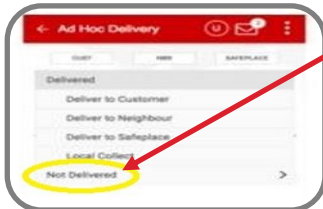
#### Faulty Camera



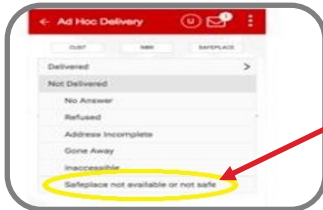
- This will then take you to the Faulty Camera screen
- Tap the 'I confirm...' checkbox. The 'Confirm and submit' button will be enabled
- Tap 'Confirm and submit' button to submit the faulty camera report / un-photographed SafePlace
- The PDA will then return to the 'Pending Jobs' screen

### Step 5

#### SafePlace Not Available Or Unsafe



- If the SafePlace is inaccessible or is not compliant with Business Standards, from the 'Pending Jobs' screen: if you consider the SafePlace location is not secure open to the elements and/ or potential for being damaged or stolen do not leave the item in the agreed SafePlace location select 'Not Delivered'



- Select 'SafePlace not available or not safe'.
- The item will then be displayed under its barcode number as 'SafePlace not available or not safe'



- Tap 'SUBMIT'
- The PDA will then return to the 'Pending Jobs' screen. You must then follow Deliver to Neighbour/P739 procedures (See SOP D22.2 Deliver Barcoded Items For Scanning Details)

### Step 6

#### Non-barcoded Items (e.g. 1<sup>st</sup> and 2<sup>nd</sup> class standard items 1C & 2C items and 2D barcoded items)



- If any item(s) does not have a barcode or has one that on the PDA does not bring up the capture photo option:

- Leave in the customers agreed SafePlace in line with Step 1 and then Step 7



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## Step 7



### Something For You And Sorry We Missed You Cards

- After leaving in a SafePlace, for all products you must complete the something for you card (P739, P739W), or is Sunday or PM delivery a sorry we missed you card (P6737, P6737W) to advise the customer that you have left their item(s) in a SafePlace
- This card must be posted in the customers letter box.

Standard Operating Procedure