

walk safe

Introduction

Nothing is more important to us as a business than the safety and well being of our people.

Our people have the right to expect to be able to go about their work without the fear of assault or threat of intimidation.

Generally the risk of attacks to our people is low. However there are instances where these risks increase in particular areas from time to time.

This is why we have put in place an improved framework for dealing with the risk of assaults, which is contained in the accompanying manager's guide.

Has anyone been attacked or threatened recently?

- Where did it occur?
- What did you do about it?
- Does that person still feel threatened?

How can you avoid being attacked?

- Avoid confrontation - it takes as much courage to walk away from violence as it does to become involved.
- Be alert to the possibility of an attack - talk to me about any concerns you have about security.
- Be polite and to the point in discussions.
- Avoid prolonged direct eye contact and move away from an exchange if the person becomes agitated (prolonged eye contact may signify aggression).
- Do not aggravate a situation by using threatening behaviour yourself.
- Do not let yourself be drawn into an argument - the sensible option is to walk away.
- No matter what the provocation, do not abuse or attack anybody else.
- If you sense trouble, avoid the area and inform me of the problem.
- If you feel threatened in a deserted place make your way directly to where there are other people and inform me or the manager in charge immediately.
- Challenge any unknown visitors to the office - keep entrances/exits closed.
- Inform me as soon as possible if you notice anyone taking an unusual interest in your work. Be wary of strangers or vehicles acting suspiciously around the office or when you are out and about - note any details and pass them to me.
- Do not talk about your work or give information to a customer about other customers or to anyone else.
- Endorse undelivered Special Delivery mail at the doorstep and return it to your pouch before moving on.
- Do not sort mail in the street — do all your preparation in the sorting office.
- Avoid the risk of attack for gain by not leaving mail visibly unprotected.

Why is it important to maintain service?

- Universal Service Obligation is part of our licence.
- Our reach is an important brand value that helps us in the commercial environment.
- People depend upon us for important mail.

What should you do if you are attacked?

- If you are attacked— protect yourself first — let go of the mail.
- Inform the police immediately and then me - or the manager in charge of the office.

What can we do to protect you?

- There are a number of things we can do to protect our people, most of this depends on a detailed walk threat assessment.
- We can call in the help of Corporate Security.
- In the final analysis we could withdraw service.
- The most effective way is for someone to pursue cases with the help of the Police and we will support any individual with this.