

Joint Statement Between Royal Mail Group (RMG) and the Communication Workers Union (CWU)

Improving the Reporting of Dog Attacks to the Group Security and Group Legal and Compliance Teams

Dog attacks continue to be the single most significant accident type in RMG; they result in colleagues suffering serious injuries which, in the most serious of cases, can be life changing.

The Safety Health and Environment (SHE) team have been working closely with the CWU, Group Legal and Compliance and Group Security teams to improve how we report dog attacks to enable criminal investigations and where appropriate, to prosecute irresponsible dog owners.

As part of our 2019 National Dog Awareness Week it was agreed to launch a revised process which requires employees and managers to work together to follow some revised guidelines. This new process will not change the way we report or investigate animal attack incidents but will be in addition to the current process.

From July 2019, managers must call the Security Helpdesk to report all attacks. The helpdesk will obtain information allowing them to record it on their database (currently the Security Hub Investigation Event Logging Directory (SHIELD) system). Finally, all dog attacks must be recorded on the Universal Service Obligation (USO) SharePoint site.

To simplify and remove duplication we are removing the need for managers to complete the current Dog Attack Reporting Tool (DART) or Dog Attack Recording Platform (DARP) reports as Security will be holding all the required information in their system.

Anyone requiring further information on the changes should contact their SHE Business Partner.

This is an important process and is jointly approved and supported by RMG and the CWU, with both parties working together at all levels, locally and nationally.

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