

Mail security

The mail integrity code sets out what licensed operators must do in practice to keep mail safe and secure. It came into force on 1 January 2006, when the mail market opened to full competition and is compulsory for all licensed operators.

The code covers:

- **recruitment policy.** This must be set out in writing and include requirements for applicants to declare any criminal convictions, cautions, or conditional discharges relating to postal matters, or dishonest conduct in general. It must also explain how the operator will check information provided by applicants, to ensure their identity and previous work history
- **training policy.** Operators must make employees aware of their individual obligations for security of the mail, and must provide initial and ongoing training so they can do their job competently
- **disciplinary procedures.** Operators must set out details of the standard of conduct expected of each employee
- **security of mail.** Licensed operators must set out details of the measures they have put in place - and the actions they have taken - to prevent problems occurring with the security of mail in their premises, vehicles and equipment
- **information and reporting requirements.** Operators must set out procedures for reporting and dealing with mail integrity problems
- **agents and sub-contractors.** Operators must ensure that any franchisees, agents or sub-contractors it uses comply with the mail integrity code of practice.

We have the power to prosecute non-licensed mail operators carrying mail unlawfully, and prosecute individuals for unlawfully interfering with mail.

Useful links

- **www.psc.gov.uk** – Postcomm's website, for further information on all aspects of the mail market, including more full details of the mail integrity code

Please contact Postcomm for a full list of titles available in this series.

October 2008

Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB. **Tel** 020 7593 2100, **Email** info@psc.gov.uk

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