

Section 16 – Data Security, Audit and Information Retention

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Introduction

- 16.3. This section provides information on data security and details your responsibilities with regards to the secure collection, storage and disposal of information.
- 16.4. As a supplier for the Department for Work and Pensions (DWP), you will have access to customers’ personal data and DWP information. You will therefore need to comply with the Data Protection Act and there are also minimum security standards that you are required to meet and continue to meet. Further information on what is required of you in respect of the Data Protection, Data Security and Freedom of Information is contained in the Terms and Conditions of your contract.
- 16.5. You will work with the Authority to establish suitable administrative arrangements for the effective management and performance monitoring of the Contract.

Departmental Security

- 16.6. The terms and conditions of the Flexible New Deal (FND) contract detail the departments security requirements, including:
- the creation of the Security Plan;
 - audit and testing of the Security Plan;
 - conformance to ISO/IEC:27002 (Information Security Code of Practice) and ISO/IEC 27001 (Information Security Requirements Specification) (Standard Specification); and,
 - breaches of Security.

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Security Plan

- 16.7. In order to achieve accreditation you must have agreed a Security Plan as part of your tender. The plan sets out the security measures that you will implement and maintain in relation to all aspects of the services and all processes associated with the delivery of services. All members of staff must be aware, and act in accordance with the content of the Security Plan.

Criminal Records Bureau (CRB) Checks

- 16.8. The Provider Security Plan (in regards to staffing) needs to be BPSS (Baseline Personnel Security Standard) compliant.
- 16.9. The following link: <http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf> will take you to the HMG Baseline Personnel Security Standard guide.
- 16.10. For the BPSS to be compliant you are required to verify identity, employment history, nationality and immigration status as well as checking criminal records.
- 16.11. A full CRB check needs to be completed for all of your staff dealing with vulnerable people. Please see: <http://www.crb.gov.uk> for further information.
- 16.12. In Scotland a Basic Disclosure Certificate from Disclosure Scotland is required in all cases. Please see: <http://www.disclosurescotland.co.uk> for further information.

PRaP Security

Access to the PRaP System website

- 16.13. You must complete the registration process required by the Government Gateway before seeking access to the PRaP System website including the creation of passwords both for the Government Gateway and the PRaP System website, and may only use the access provided by these passwords to gain access to the PRaP System website.
- 16.14. You shall supply the DWP with the names, job titles and a description of the responsibilities of each member of staff who will require access to the PRaP System website. The DWP will set-up each member of staff's access to the PRaP System website. You are responsible and accountable for all use of your passwords and must take sensible measures to protect them.
- 16.15. Access to the PRaP System website by anyone other than your authorised staff is prohibited. You will ensure that your staff will not, allow any other member of your staff or any third party who has not been granted access to the PRaP System website by the DWP to gain access to the PRaP System website.

Data Protection

- 16.16. You must ensure that you process data in accordance with the provisions of the Data Protection Act and shall implement appropriate technical and organisational measures to protect the data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure.

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16.17. You must take reasonable steps to ensure the reliability of any staff that have access to PRaP data and shall ensure that all staff required to access the data are informed of the confidential nature of the data.

Incident Reporting

16.18. The Risk and Governance Team within Employment Group must be notified of all Security Incidents which affect PRaP Provider Information Systems and Services and PRaP Provider Information.

16.19. Incidents must be notified within 4 working hours via e-mail and a follow up phone call using the details below:

Mark James	0114 240 8828	MARK.C.JAMES2@DWP.GSI.GOV.UK
David Austin	020 7449 5122	DAVID.AUSTIN2@DWP.GSI.GOV.UK
Huw Meredith	020 7449 5138	HUW.MEREDITH@DWP.GSI.GOV.UK
Nick Liddon	020 7449 5136	NICK.LIDDON@DWP.GSI.GOV.UK

Self-Assessment and Development Planning

16.20. As a condition of your contract you are required by DWP to produce an annual Self-Assessment Report (SAR). If you have more than one contract it is important that all provision and related improvement activity is easily identified in the report.

Internal Inspection

CEP Provider Assurance Team

16.21. The CEP Provider Assurance Team (PAT) operate at a national level. The CEP Provider Assurance function, presenting CEP providers operating across regions with a single view of the effectiveness of their systems. You will have a nominated Senior Assurance Manager going forward and therefore a single point of contact within DWP for management of assurance related issues/concerns.

16.22. The work of CEP PAT is delivered primarily by visiting suppliers to review the systems of internal control in place to manage the risks to DWP in relation to CEP expenditure. This includes the arrangements you have in place for your sub-contractors.

16.23. At the conclusion of their visit CEP PAT will discuss their findings with you and subsequently produce a report which will include an assurance rating for the overall system and an action plan detailing areas where control could be improved if necessary.

16.24. CEP PAT will feedback to Performance Managers and other key stakeholders any relevant issues.

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External Inspection

16.25. DWP Contracted Employment Suppliers are subject to external inspection by Ofsted in England, Estyn in Wales and HMle in Scotland. External inspections provides assurance to the taxpayer, through the Secretary of State for Work and Pensions that publicly funded provision is delivering a quality service to its individual customers.

Document Retention

16.26. The following documents must be retained as a minimum to meet ESF audit requirements.

	Document/Information
1	Sustainable Development Action Plans
2	Sustainable 'Health' Action Plans (London region only)
3	Equality and Diversity Action Plans
4	Publicity evidence (sample documents containing ESF logo)
5	Customer Action Plans
6	Attendance register/timesheet (with customer signature)
7	FND training allowance forms
8	FND Mandatory Work Related Activity forms
9	FND Extension Period forms
10	Travel and subsistence costs (evidence of amounts paid and supporting documentation for claims for Match contracts only)
11	Childcare costs (evidence of amounts paid and supporting documentation for claims for Match contracts only)
12	Additional Support (evidence of amounts paid and supporting documentation for claims for Match contracts only)
13	Supporting evidence of job outcomes
14	Supporting evidence of qualification outcomes
15	Soft outcome evidence

16.27. Where FND is used by DWP as match funding for ESF purposes, you are required to retain the following information until at least 31st December 2022.

16.28. All documents must be retrievable when required and stored in accordance with DWP standards.

Electronic Document Retention

16.29. Documents may be kept as electronic copy of the original but must meet with Commission Regulation (EC) 2355/2002.

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16.30. Documents must be:

- held on a recognised data carrier;
- certified as copies of the original;
- and able to be audited.

16.31. Commonly-accepted data carriers include:

- photocopies of original documents;
- microfiches of original documents; and
- electronic versions of original documents on optical data carriers (such as CD-Rom, hard disk or magnetic disk).

16.32. You should use the following declaration to certify that the copies you hold on the commonly-accepted data carrier are true copies of the original document:

I certify that this is a true copy of the original document/s.

Signed :..... Date :.....

Position in organisation :.....

16.33. You can include the certification on the electronic copy of the documents or keep it as a paper copy. If you certify the documents using a paper copy, it is extremely important that you store it with the electronic copy.

16.34. The signature must be original rather than electronic signature.

16.35. You must make sure that the electronic copies are reliable for audit purposes.

16.36. You must make sure that you can retrieve the electronic copy.

16.37. These are the minimum requirements. You can add to the certification declaration and take more steps to protect your documents if you want.

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Appendix 1 – The use of Courier Services by Departmental Service Providers Propriety.

Introduction

16.38. In November 2007 a security incident occurred involving customer information being transferred on CD by HM Revenue and Customs. This incident prompted the Government to initiate an urgent review into how government departments handle and transfer information.

Background

16.39. In order to fulfil our legal and contractual obligations the Department and its Service Providers are required to share and exchange information with other government departments, local authorities and partner organisations. It is important that information sharing is done securely to maintain the confidence of customers that their information is given appropriate protection.

Scope of Requirement

16.40. This notice is to be followed in conjunction with the ITSOM Movement of Data Process by all Service Providers responsible for transferring Departmental Official Information on behalf of the DWP. For the purposes of this document a courier is defined as any third party company that carries or transfers information on behalf of DWP or its Service Providers.

DWP Information and Media Handling

16.41. Sections 6.10, Security of third party access and 6.11, Information and software exchange, of the Department's Information Systems Security Standards comprehensively address the security requirements for exchanging information. These standards apply to all Departmental and Service Provider staff.

16.42. Departmental and Service Provider staff who have responsibility for information exchange must ensure that:

- Local policies are fully documented, comply with these standards and any other requirements identified by a risk assessment.
- Staff are aware of the requirements for protecting customer information generally, and the procedures for sending information to other offices or to external locations.
- Local policies have DWP's formal approval.
- Staff comply with these policies.

16.43. Transferring information, or records, in bulk will almost certainly result in an increase in the impact of any breach of security affecting that information. Therefore as the risk to the Department is increased the level of protection afforded to that information should also be increased.

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Receipt of Notification to Transfer Information

- 16.44. All notifications to transfer information must be properly authorised and documented. The notification must include the following:
- Name of the SRO approving the transfer who must be at least SCS 1 level and registered with Corporate IT Service Delivery. If there is no SRO identified at SCS 1 level, transfer requests must be referred to Director level.
 - Authorisation number for transfer
 - Details of the information to be transferred.
 - Details of where the information is to be sent.
 - Details of to whom the information is to be sent.
 - Frequency of transfer.
 - Type of courier service to be used.
 - Details of any special handling requirements.

Information Protection Requirements

- 16.45. All data transfers that contain name, address and any additional information should be encrypted as standard, (approved software should be available shortly). When encryption is not possible the data files must be password protected and additional controls applied. These can include personal delivery of the media by an authorised member of DWP or Service Provider staff, or the de-personalisation of the information. In this situation further advice should be obtained from the Security Advice Line on 0191 2252999.
- 16.46. Data files to be transferred containing name and address only may be sent password protected, although it is recommended that these files are also encrypted.
- 16.47. Passwords must be strong, that is not a dictionary word or proper noun and includes upper case, lower case, numbers and if possible non-alphanumeric characters. They must be a minimum of 10 characters.
- 16.48. If the data format does not support password protection using its normal software, the saved file should be zipped and a password inserted using WinZip.
- 16.49. The password or decryption key for these transfers must be conveyed separately to the information.

Use of the DWP Contracted Courier Service

- 16.50. The DWP has contracted TNT to provide all courier services for the Department and has agreed a three tier approach to its levels of service, Fully Tracked, Documented and Sameday, which are outlined at [Annexe A](#).
- 16.51. [Annexe A](#) also indicates the type of material that the Department considers appropriate for transmission in the different types of courier service. Information is dispatched within a service based upon business need and security requirements in accordance with the sensitivity and value of the information. Wherever possible Service Providers should use these services provided by TNT.

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Use of non DWP Contracted Courier Services

- 16.52. Service Providers may already have arrangements with courier services other than TNT.
- 16.53. In this case the contracted services must be able to satisfy the Department's requirements in relation to both the ISSS and those outlined in [Annexe A](#). It is the responsibility of the service provider security manager to provide evidence of this to the Department. [Annexe B](#) provides more detailed requirements that must be followed when TNT is not being used.

Baseline security requirements for non standard courier services.

- 16.54. Any courier contracted by a service provider must as a minimum satisfy the following requirements:
- All staff employed in providing courier services must meet the following requirements:
 - Full vetting in accordance with government Baseline Personnel Security Standards, this process involves:
 - An identity check.
 - 3-year employment history check.
 - Criminal Records Check.
 - Nationality and immigration status check – to confirm that the applicant is entitled to work in the UK.
 - Additionally prospective employees are required to give a reasonable account of any significant periods (six months or more in the past three years) of time spent abroad.
 - On successful completion of the vetting process the employee must sign a confidentiality agreement to confirm that they will not disclose the fact that they will be transporting information on behalf of the Department or any details of work carried out on behalf of the Department.
 - Be issued with Photo Identity Cards, to ensure they can be identified at all times.
 - Drivers are fully trained to document transfer and haulage industry standards.
- 16.55. All subcontractors/agency staff engaged by the courier will be governed by the standard terms and conditions as required by the DWP contracts. Any service provider must ensure that the following requirements are met:
- The courier contract will be managed by a nominated, named manager who will be responsible for ensuring that the terms of the contract are being met. This manager is responsible for ensuring that any breaches to the contract and in particular any loss, damage or misdelivery of DWP consignments are reported immediately to the Security Advice Line on 0191 2252999.
 - The Security Manager will manage all aspects of security queries and incidents during the contract term and will follow through any required corrective actions required making the DWP aware of any incidents resulting in or commensurate to the loss, corruption, damage or misdelivery of any DWP information.

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Provision of Notification of Receipt

- 16.56. The receipt of all transfers, whichever courier or service is used, must be documented to include, as a minimum, the following:
- Details of where the information is sent from.
 - Type of courier service used.
 - Any damage to packaging or contents
 - Signature, name, date and contact details of the receiving officer.

Emergency Transfer Process

- 16.57. Exceptionally a need may arise to transfer information at such short notice that the normal process cannot be followed. In these cases the request to transfer may, with agreement of the SRO of the information system that holds the customer and staff information to be transferred, be received by alternative means e.g. email from the SRO (or their previously nominated representative) to include the information specified in paragraph 5. The service provider may then carry out the transfer. However, any documentation normally completed to authorise the transfer must be completed retrospectively for audit trail purposes.

Record Keeping

- 16.58. The member of staff responsible for making the transfer must complete a Log of Transfers document at the time of transfer and when notification of receipt of the transfer is received. They must also ensure that the Summary log, which is to be held by the Service Providers central security team, is also completed.

Further Information

- 16.59. Comprehensive guidance on information security can be found in the DWP Information Systems Security Standards (ISSS) which covers all aspects of security and its potential controls including those for communications and operations management.
- 16.60. Additional information on the implementation of these standards can be from the IT Security Advice Line on 0191 2252999.
- 16.61. Further Advice regarding the contractual aspects of this notice and TNT services can be obtained from the Commercial Directorate – Document Handling Team, email postal-enquires@dwp.gsi.gov.uk

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Annexe A

TNT Service	Service Provisions	Items Being Moved
Standard Service	<ul style="list-style-type: none"> Centrally funded Items are not tracked or traced from collection to delivery Package is in the custody of TNT from collection to delivery DWP package must travel in grey/white polylopes Delivery can only be made to sites with a one line courier address TNT are contracted to deliver 98% of this courier on the next working day 	<p>Paper</p> <p>Boxes of paper files being transferred to/from remote storage which do not contain special customer records, prosecution, fraud or tribunal files.</p> <p>Paperwork with no customer and staff data AND no Departmental Official Information protectively marked RESTRICTED or higher.</p> <p>Stationery, other than secure stationery.</p> <p>Either Paper or Electronic</p> <p>Records relating to one individual, staff or customer, including claim forms.</p> <p>Internal communications containing no customer and staff data and no Departmental Official Information protectively marked RESTRICTED or higher.</p> <p>Lists, e.g. scans of not more than 1000 individuals records which are limited to name and NINO with no other customer and staff details.</p> <p>Expenses.</p> <p>Business process documents.</p> <p>Cancelled cheques.</p>
TNT Service	Service Provisions	Items Being Moved
Fully Tracked	<ul style="list-style-type: none"> Funded from local budgets Otherwise known as track and trace Arranged by service user through dedicated TNT help desk TNT provide individual; barcode labels and obtain document collection 	<p>Paper</p> <p>Boxes of paper files being transferred to and from remote storage which do contain special customer records, prosecution, fraud or tribunal files.</p> <p>Paperwork containing Departmental Official Information protectively marked RESTRICTED or CONFIDENTIAL.</p> <p>Secure stationery, including</p>

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	<ul style="list-style-type: none"> and delivery • Consignments are scanned through the courier system they are not attributed to individual TNT personnel • TNT can establish the last place the barcode was scanned. 	<p>unprinted/blank cheques.</p> <p>Pre printed cheques dispatched for collection from DWP offices.</p> <p>Electronic</p> <p>Information containing name, NINO but no other customer and staff details. This must be password protected.</p> <p>Information containing name, NINO and other customer and staff details other than bank details. This must be encrypted.</p> <p>Back up computer tapes.</p> <p>Either Paper or Electronic</p> <p>Records containing data on not more than 1000 individuals, except if bank account details are included.</p> <p>Prosecution/fraud/tribunal files.</p> <p>Items that require proof of delivery.</p>
TNT Service	Service Provisions	Items Being Moved
Sameday (Dedicated Vehicle) Secure	<ul style="list-style-type: none"> • Funded from local budgets • Collection and delivery arranged and controlled by TNT central control • Collection and delivery by nominated uniformed driver in liveried van. • Full attribution of the parcel to named driver(s) • Collection/Delivery from/to named recipient • Parcels travel independently of other TNT courier by specialist van service 	<p>Either Paper or Electronic</p> <p>Records containing information about more than 1000 individuals, regardless of details contained.</p> <p>Information containing customer and staff data and bank account details.</p> <p>Items that require immediate delivery.</p>

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Annexe B

16.62. DWP contracted courier provider is TNT, Departmental businesses must not use any other Courier.

16.63. The vast majority of external mail, incoming and outgoing, is handled by Royal Mail Group – Document Handling Category Team manages this relationship.

The TNT CGC Contract includes 3 services

16.64. **1 – The Standard Service:** The item is not tracked and it is not traceable. TNT has a contractual obligation to deliver 98% of CORRECTLY ADDRESSED internal non-documented mail by the next day within an agreed delivery/collection time window.

16.65. Instructions on the Mail lost, mis-delivered or delivered late, can be found at Document Handling Courier site, TNT Helpdesk - Reporting problems

16.66. Mail is couriered in purple polylopes only, the address used MUST be only the ONE LINE COURIER ADDRESS, as it appears on the Courier Address list – no abbreviations. Do not use full postal address, Mail Opening Unit address or a PO Box.

16.67. Put the name of the individual the mail is for in the bottom corner of the polylope.

16.68. **2 – The Fully tracked Service:** Items sent are fully trackable and traceable, with on-line tracking available, and the option to insure your package. Using this service TNT have a contractual obligation to deliver 100% of CORRECTLY ADDRESSED mail, i.e. full Office Address with correct building post code from any UK address to any UK address, i.e. not just internal mail. The address must include the name of the person the consignment is for – as the consignment will be delivered to that person for signature.

16.69. To ensure the mail is both readily identifiable and segregated consignment books and special Supamail pouches are supplied.

16.70. Each office that requires this service, contacts TNT direct on their Helpdesk telephone number to arrange for their own documented account.

16.71. Next day delivery does not specify the time of delivery but this is often delivered at the same time as the normal TNT courier delivery. When sending consignments on the Fully Tracked Service you must have taken into account 'local arrangements' regarding access to recipient, access to Post Room, security access, etc. at the recipients address.

16.72. NB If you rely on Post Room staff to prepare items of courier mail for collection by TNT– it is your responsibility to ensure that they fully understand your requirement and that you have issued clear instruction as to what you intend.

16.73. For more information regarding this service can be obtained from the Document Handling Team, email postal-enquires@dpw.gsi.gov.uk

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- 16.74. **3 – Sameday (Dedicated Vehicle) Secure Service:** Sameday (Dedicated Vehicle) Secure Service is a Documented plus Service – based on the level of risk of the sensitive commercial/customer/staff information that requires physical collection and delivery.
- 16.75. You must pay special attention to ensure that you select the most appropriate option for the item you are sending. For example the TNT Sameday (Dedicated vehicle) Secure Service is a bespoke element service.
- 16.76. The consignment is collected by the TNT courier and delivered the same day, by the same driver to its destination in a dedicated vehicle. The service is fully documented, trackable and traceable. As above the consignment must be packaged in a Supamail pouch with the full address plus post code and recipient details.
- 16.77. **Please Note: Sameday (Dedicated vehicle) secure service is recommended to be used for sensitive customer/commercial information. Using Packaging other than Polylopes.**
- 16.78. If you use the wrong packaging – your item may not be delivered.
- 16.79. If you need to send information, using TNT, in boxes you must make sure the boxes are correctly secured, further advice can be obtained from the Document Handling Team, email postal-enquires@dpw.gsi.gov.uk
- 16.80. **Please Note:** You must be very careful when re-using boxes, the box must be strong enough to withstand manual handling and all previous addressing must be removed. All boxes must be packed securely as, understandably, they will be stacked with other businesses consignments, any space within the box will cause it to collapse or twist, contents may scuff or more serious damage can result.

Which TNT Service to Use?

- 16.81. The **Standard Service** should be used for internal mail, i.e. within the Department, but only where the destination has a one line courier address set up. If the destination site does not have a one-line courier address Commercial Directorate – Document Handling Team (postal-enquires@dpw.gsi.gov.uk), can set one up for you.
- 16.82. The **Fully Tracked Service** should be used for items where customer or staff details are being transferred to other offices or when you need to guarantee a timed delivery. You must ensure that the item you are sending is suitable to be sent via TNT.
- 16.83. You can also use the Standard Service to send items of mail or parcels to external addresses, i.e. not DWP sites.
- 16.84. The **Sameday (Dedicated Vehicle) Secure Service** is recommended to be used for sensitive customer/commercial information.
- 16.85. A courier service does not have to be used. For less than 20 items of post a normal first class Royal Mail Service can be used. For 20 or more items of post, a Track and Trace facility **MUST** be used, but this could be one of the Royal Mail

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Services detailed below. **The exception to this is for Special Customer Records. All items of post relating to a Special Customer Record MUST go via a Track and Trace service.**

ROYAL MAIL

16.86. Services available – outgoing mail:

- **First Class mail** – not trackable, not traceable, aims to deliver mail the next working day – includes Saturday.
- **Second Class mail** – not trackable not traceable – aims to deliver mail by the third working day after posting, including Saturday
- **Royal Mail Recorded Signed For™ service** - the Recorded Signed For™ service gives proof of posting and signature on delivery – an electronic copy of the signature is made available online. This service is not fully tracked and is not suitable for sending particularly valuable items or sensitive records, disks, or data, etc.
- **Royal Mail Special Delivery™ service** - similar to TNT documented, Special Delivery™ offers various service levels and compensation cover.
 - Special Delivery™ service requires a Special Delivery™ docket book and stickers / stationery which are obtained as an add on service to the sites' normal docket book or franking machine used for sending out-bound mail. Charges are made as per usage and billed to site (usually via central billing) as with the normal postal service.

16.87. The two main options are guaranteed delivery by 9.00am (see website for full details) [Royal Mail Special Delivery 9am](#) and delivery by next day.

16.88. Special Delivery is a tracked service; Track & Trace is a Royal Mail service that lets you check the status of a trackable item that you sent through the post.

16.89. Mail up to 2kg can be sent for delivery by 9.00am, the maximum dimensions of a rectangular item are 610mm x 460mm x 460mm, and the maximum length of a rolled item is 900mm.

16.90. Please Note: All outgoing mail – must be correctly addressed, with a correct post code. www.royalmail.com

Mail Opening Units

16.91. You must also take in to account whether your mail (Courier and Royal Mail) is delivered in to a Mail Opening Unit. As a guide the information below identifies where mail will be delivered and opened.

DWP Offices	Royal Mail	TNT	
		Standard Service	Fully Tracked Service
England	If your site receives a Mail Opening service,	Delivered to site (using correct one line courier	Delivered to named

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	then your mail will be delivered in to a Mail Opening Unit. All mail will be opened and sorted. Mail marked 'Private' or 'Confidential', with a named recipient will be sorted and delivered un-opened.	address).	recipient, addressed using full postal address and correct postcode.
Scotland	If your site receives a Mail Opening service, then your mail will be delivered in to a Mail Opening Unit. All mail will be opened and sorted. Mail marked 'Private' or 'Confidential', with a named recipient will be sorted and delivered un-opened.	If your site receives a Mail Opening service, then your courier mail will be delivered in to a Mail Opening Unit. All courier mail will be opened unless it is marked 'Private' or 'Confidential' with a named recipient.	Delivered to named recipient, addressed using full postal address and correct postcode.
Wales	If your site receives a mail opening service, then your mail will be delivered in to a Mail Opening Unit. All mail will be opened and sorted. Mail marked 'Private' or 'Confidential', with a named recipient will be sorted and delivered un-opened.	Delivered to Mail Opening Units in some instances, where courier mail will be opened unless it is marked 'Private'. Some Courier mail delivered direct to site.	Delivered to named recipient, addressed using full postal address and correct postcode.
Northern Ireland	CSAC Mail is delivered in to a Mail Opening Unit. All mail will be opened and sorted. Mail marked 'Private' or 'Confidential', with a named recipient will be sorted and delivered un-opened. All other incoming Royal Mail post will be delivered directly to site.	Mail addressed to CSAC will go to Mail Opening Unit. All other Courier mail delivered as addressed direct to site.	Delivered to named recipient, addressed using full postal address and correct postcode.

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Points to Consider

Security of your Mail – Enhanced Delivery Options

- 16.92. If you rely on Office Service Post Room staff to consolidate mail, and prepare it for collection by Royal Mail or TNT, YOU MUST ensure that the Post Room staff are in no doubt as to how you intended the mail to be handled.
- 16.93. Both suppliers provide similar enhanced service options, TNT Fully Tracked Service and Royal Mail Special Delivery™. Both services have various options and levels of Insurance / cover.
- 16.94. Careful consideration must be made to the type and level of service required according to the nature of the item being sent, and the cost of the service chosen. Time of delivery may not always be a crucial factor, for example – there is little point in paying for before 9am next day courier delivery if you know the consignment is not required early the next day. Compare rates carefully for heavier items. The TNT Fully Tracked Service rates are more competitive when sending heavier items.
- 16.95. If you are sending sensitive items to another DWP site or another organisation you must ensure that you follow the procedures as appropriate. If you are in any doubt about the sensitivity of the mail you are sending you must discuss with the business originator.
- 16.96. Simple Do's and Don'ts (Good practise):
- **Do** ensure that your mail is correctly addressed, including format, according to the service you are using to send it;
 - **Do** use the correct TNT courier address for courier mail – named individual plus one address line;
 - **Do** use the full postal address with correct Postcode for TNT Fully Tracked, TNT Sameday (Dedicated vehicle) Secure Service and RM first and second class post;
 - **Do** ensure that you include a return address inside the envelope, grid or polylope you are using;
 - **Don't** assume that your Post Room people will know what you intend - you must make it clear;
 - **Don't** send anything of a sensitive nature without making an informed decision or seeking advice;
 - **Don't** send personal items, i.e. your own belongings, using TNT, for your office moves.
 - **Do** ensure that the recipient is aware of anything you are sending, when they should receive it, the size of the file, etc. (Transmission of Operational data via Removable media Policy document).
 - **Do** make sure you package delicate items such as CDs very carefully and securely in a plastic case and also in a padded envelope before posting. The padded bag should then be put inside a polylope/ Supamail pouch for transit by TNT or in an envelope for transit by Royal Mail.
 - **Do** check out carefully all of the links within this document.

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- **Do** check out the Document Handling Intranet site (formerly Postal and Courier Team) for further information regarding Royal Mail and TNT courier service to support this document.