

To be used to decide which dogs should be added to WRAP and appropriate control measures for the level of risk identified.

<b>Warning Signs of *aggression or challenging behaviour that may indicate a significant or intolerable dog risk.</b>	<b>Although not an exhaustive list, these are some examples of signs of aggression or challenging behaviour from dog(s):</b> <ul style="list-style-type: none"> <li>• Growling, lifting lips and showing teeth or snapping.</li> <li>• Aggressively barking and/or lunging forward towards delivery employee.</li> <li>• Standing stiff or rigid, leaning forward while stiff or rigid, lowered head or neck whilst holding head stiffly or rigid.</li> <li>• Hair/hackles above neck standing up or tail standing up.</li> <li>• Narrowing of eyes, showing whites of eyes, or, intense stare.</li> <li>• Shaking or panting without showing tongue.</li> </ul>	
<b>Delivery Employee Controls for all Dog Risk</b>	<p>Use LCD to assess safety:</p> <ul style="list-style-type: none"> <li>• Look ahead (keep an eye out for loose or roaming dogs).</li> <li>• Consider the Risk (assess the surroundings, look for signs of dogs such as dog toys, burnt grass or dog mess in the garden, warning signs in the window, dog leads hanging by the door, etc.).</li> <li>• Decide what to do safely (rattle the gate, knock the door or call out to see if a dog is present before entering a garden or premises).</li> </ul> <p>Delivery/collection employees should remove themselves from areas of risk, if they deem it unsafe to delivery/collect. On their return to the office they should endorse mail and report the identified hazard to their manager as soon as possible.</p>	<p>Use a posting peg to prevent the need to put fingers through the letterbox this is mandatory:</p> <ul style="list-style-type: none"> <li>• At all delivery points with dogs.</li> <li>• Where letterboxes may cause a hazard or injury.</li> </ul> <p>When delivering packets, parcels or signed for items:</p> <ul style="list-style-type: none"> <li>• As the customer approaches the door announce who you are to the customer.</li> <li>• Ask the customer to put their dog away before they open the door.</li> <li>• Step back from the door to a safe distance to create a space between you and the door.</li> <li>• Where a dog is present encourage the customer to take items from you to prevent you having to pass them into the customer/dogs space.</li> </ul> <p>If a dog is loose in a garden:</p> <ul style="list-style-type: none"> <li>• Do not enter the garden if you feel at risk or there is a dog roaming free.</li> <li>• Call the customer.</li> <li>• Ask the customer to put their dog away before you enter.</li> </ul> <p>Where a dog is present do not hand items over the fence or gate, encourage the customer to take the item from you to prevent you having to pass them into the customer/dogs space.</p>

Risk Factor	Adequately Controlled / Tolerable	Moderate	Substantial / Intolerable
	Dog on other side of letter box but no indication of risk	Dog Barking on other side of letterbox	Dog attacks letters or dog bite to fingers when letters posted through letterbox
<b>Dog issues at the letterbox</b>	<ul style="list-style-type: none"> <li>• Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>• Employee posting peg mandatory</li> </ul>	<ul style="list-style-type: none"> <li>• Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>• Inform reserve staff</li> <li>• Employee posting peg mandatory</li> <li>• If posting peg unavailable use the Delivery Employee Controls for all Dog Risk to assess risk, delivery/collection at employee discretion</li> <li>• Dog Advisory letter to customer</li> <li>• Monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>• Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>• Consider suspension</li> <li>• Employee posting peg mandatory</li> <li>• If posting peg unavailable delivery/collection should be suspended</li> <li>• USO letter to customer</li> <li>• Inform reserve staff</li> <li>• Monitor Situation</li> <li>• Refresher training for employee who put fingers through letter box, failing to follow SSOW</li> </ul>

Risk Factor	Adequately Controlled / Tolerable	Moderate	Substantial / Intolerable
	Never barks, does not approach delivery/collection staff and has never shown signs of aggression	Sometimes barks or jumps up at delivery/collection staff, if not securely restrained, but shows no signs of aggression	Has attacked or bitten or shown signs of aggression or challenging behaviour* towards delivery/collection staff
<b>Dog(s) under control indoors or securely restrained outdoors, kept away from the delivery/collection point or delivery/collection staff.</b>	<ul style="list-style-type: none"> <li>Ensure staff are aware of the Delivery Employee Controls for all Dog Risk as a method to assess risk and stay safe</li> <li>Monitor situation</li> </ul>	<p>Applicable if securely restrained dog(s) sometimes barks when staff deliver or collect mail:</p> <ul style="list-style-type: none"> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list (or Business Unit equivalent)</li> <li>Use the Delivery Employee Controls for all Dog Risk to assess risk, delivery/collection at employee discretion</li> <li>Inform reserve staff</li> <li>Monitor situation</li> </ul>	<p>Applicable if dog has attacked or bitten previously, or, shows signs of aggression or challenging behaviour when securely restrained indoors or outdoors:</p> <ul style="list-style-type: none"> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>Use the Delivery Employee Controls for all Dog Risk to assess risk, delivery/collection at employee discretion</li> <li>Inform reserve staff</li> <li>Dog advisory letter to customer</li> <li>Monitor situation</li> </ul>
<b>OWNER KNOWN: Dog(s) loose on premises, adjacent premises or street outside premises, not under control and not kept away from delivery/collection point or delivery/collection staff.</b>	<ul style="list-style-type: none"> <li>Ensure staff are aware of the Delivery Employee Controls for all Dog Risk as a method to assess risk and stay safe</li> <li>Monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>Use the Delivery Employee Controls for all Dog Risk to assess risk, delivery/collection at employee discretion</li> <li>Inform reserve staff</li> <li>Dog advisory letter to customer</li> <li>Monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Suspend delivery/collection</li> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>If appropriate consider suspension to customers in neighbouring houses</li> <li>Inform reserve staff</li> <li>Contact dog warden and police</li> <li>Resume delivery only when risk is confirmed to be under control</li> </ul>
<b>OWNER UNKNOWN: Dog(s) loose on premises, adjacent premises or street outside premises, not under control not kept away from delivery/collection point or delivery/collection staff.</b>	<ul style="list-style-type: none"> <li>Ensure staff are aware of the Delivery Employee Controls for all Dog Risk as a method to assess risk and stay safe</li> <li>Monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>Use the Delivery Employee Controls for all Dog Risk to assess risk, delivery/collection at employee discretion</li> <li>Inform reserve staff</li> <li>Contact dog warden</li> <li>Monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Suspend delivery/collection</li> <li>Add to dog hazards risk list for example in RM Operations WPQ, WRAP, walk log, hazard list and take out summary (or Business Unit equivalent)</li> <li>USO letter to customers in neighbouring houses if necessary</li> <li>Inform reserve staff</li> <li>Contact dog warden and police</li> <li>Resume delivery only when risk is confirmed to be under control</li> </ul>