

No: 254/24

18th July 2024

Dear Colleagues,

POST OFFICE – BODY WORN CAMERAS: REVISED NATIONAL AGREEMENT

Branches and Post Office members are advised that a revised National Agreement has been reached with Post Office and endorsed by our Postal Executive with regards to Body Worn Cameras for our Supply Chain Crew Members. The Agreement is attached and the Joint Statement below has been agreed:

DEPLOYMENT, USE AND OPERATION OF BODY WORN CAMERAS

We are working hard to improve health, safety and wellbeing within Supply Chain and as part of this, we are determined to reduce the risk of criminal attacks.

In February 2019, following a 12-month trial, we rolled out Cameras (Body Worn Cameras) on high-risk routes.

We are now replacing the existing Cameras (BWCs) currently in use on high-risk routes with an upgraded version. The wearing of Cameras will adjust dynamically based on changes in risk levels - whether they increase or decrease and will be a mandatory requirement.

We are also deploying cameras on the remaining routes and although use will not be mandatory CWU and Post Office encourage crews to wear them as we believe these cameras can play a valuable role in crime prevention, acting as a visual deterrent, and helping to identify, apprehend and prosecute offenders.

Colleagues will be supplied with suitable clips/attachments as part of the uniform to enable the fastening and wearing of the cameras which will be worn on duty.

All Colleagues will receive full training, so they are completely clear on how to charge the cameras, wear them and navigate through the on-screen menus.

As part of this rollout the National Agreement for the Deployment, Use and

Operation of Body Worn Camera's has been updated. Please do check out the agreement (attached with this communication).

We will regularly review the success of the use of Camera's, and we welcome your feedback. If you have any questions, feedback or concerns, please contact your line manager or CWU representative.

*Russell Hancock
Post Office Supply Chain Director*

*Andy Furey
CWU Assistant Secretary*

Since the original Agreement there have been no problems reported with the equipment or its use and the deployment of BWC's has been successful.

It is important to note that the BWCs act as a deterrent to criminals and help to safeguard the wellbeing of crew members by reducing the risk of criminal robberies and attacks. Our Crew Members have full control of the BWC and are able to use their initiative in deciding when to use the record function. Also, the agreement is clear that footage/data from the BWC will not be used for disciplinary purposes.

Yours sincerely,

Andy Furey
Assistant Secretary



NATIONAL AGREEMENT FOR THE DEPLOYMENT, USE AND OPERATION OF BODY WORN CAMERAS

Introduction

This National Agreement reflects the joint aims of Post Office and the CWU to improve Crew Members' safety and reduce the risk of criminal robberies.

Background

We are **replacing** the existing Body-Worn Cameras (BWCs) currently in use on **high-risk routes** with an upgraded version and also **deploying cameras** on the remaining routes. The cameras are mandatory on high and very-high risk Post Offices, but strongly recommended at all other branches. CWU and Post Office agree to support and encourage crews to wear them

Body-Worn Cameras have evolved into a **crucial component** of the high-risk personal protective equipment provided to **CViT Crew Members**. They serve as a **deterrent** against potential offenders attempting to commit robbery. Moreover, these cameras play a **vital role** in assisting law enforcement by **facilitating identification** and subsequent arrest of offenders.

Purpose

The purpose of Body-Worn Cameras is as follows:

- **Visual Deterrent:** By their mere presence, Body-Worn Cameras act as a deterrent to criminals and help to safeguard the wellbeing of Crew Members by reducing the risk of criminal robberies and attacks.
- **Assisting in Crime Prevention and Detection:** These cameras aid in preventing and detecting criminal activities.
- **Supporting Law Enforcement Agencies:** They assist police and other law enforcement agencies in achieving the identification, apprehension, and prosecution offenders.
- **Helping to Ensure Employee and Public Safety:** They contribute to the safety of both the employee and the public.
- **Crew Member Protection:** In case of suspicious activity, these cameras provide protection for Crew Members.

Post Office and CWU recognise that the participation of employees' Representatives are **critical** for the successful deployment and operation of Body Worn Cameras. To fully realise the benefits, ongoing employee engagement and involvement is essential.

BWCs will **remain mandatory** at **very-high and high-risk Post Offices**, while they are **strongly recommended** at all other branches. The wearing of BWCs will adjust dynamically based on changes in risk levels—whether they increase or decrease.

The **risk score** is determined by a model originally developed by the **Jill Dando Institute/UCL**. This model incorporates several key factors, including industry crime data that correlate with criminal activity. Importantly, the model is **adaptive**, reflecting shifts in the crime landscape through the prevailing risk scores.

There are currently **724 branches** classified as **very-high risk** and **405 branches** categorised as **high risk**, accounting for around **12%** of the network where Post Office has suffered around **85%** of CViT crime over the last 5 years.

The **updated risk routing model** aims to enhance simplicity and adaptability in response to emerging or diminishing threats. This model ensures that crew members receive more timely guidance based on the **risk**, so that they are better informed of where the use of the BWCs become mandatory due to risk.

Despite this flexibility, we strongly recommend that **BWCs be worn on all services** where not mandatory for the added safety of all. To facilitate ease of use, suitable clips or attachments will be provided. Whether a crew member is wearing body armour or a winter jacket, the process will be simpler.

User Procedures

All Crew Members will receive **thorough training** on the use of the BWC device. This training will cover essential aspects, including:

- **Charging the Device:** Clear instructions on how to charge the device.
- **Wearing the Device:** Proper guidance on how to wear it comfortably and effectively.
- **Navigating On-Screen Menus:** Step-by-step instructions for navigating through the device's menus, although it is intended none of this will be necessary, as the crewmember will simply press record before disembarking the vehicle and stop recording once safely back on.

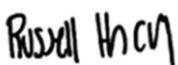
We aim to ensure that every Crew Member is well-prepared and confident in using the device.

Privacy and Data Protection

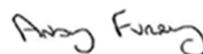
- BWCs will **not** be used as an employee surveillance system. Only Grapevine have access to footage. We recognise that individuals have a **right to privacy** at work. It is essential for managers, employees, and their representatives to maintain trust and confidence by ensuring the **appropriate and legally compliant use of personal data**. Data from the BWC will not be used in any disciplinary process.
- While images from each BWC device in standby mode can be viewed by dedicated CCTV operators at the Grapevine ARC, **only recorded images** are recoverable and retained for evidential purposes.
- Access to data on the camera will be **restricted** to the purpose of uploading to Grapevine. Images stored on the camera will **not** be viewed in the depot.
- All data on the device is **encrypted**, preventing unauthorised downloads in case of loss or theft. Additionally, data is **automatically deleted** from the cloud after 30 days. However, in specific cases where BWC data is necessary to support a criminal investigation, data retention may extend beyond this period.

Monitoring the Effectiveness of the Use of BWCs and Reviewing this Agreement

We will jointly monitor the effectiveness of this Agreement and the use of BWCs via the provision of statistics linked to criminal robberies, both actual and attempted. We will also seek direct feedback from Crew Members as to how the experience of using BWCs helps to safeguard their wellbeing. We will also periodically jointly review this Agreement and where necessary update it to ensure the continued safety of Crew Members. Any local disagreements arising from this National Agreement will in the first instance be referred to the signatories below for resolution. This includes questions of interpretation and application.



Russell Hancock
Supply Chain Director
Post Office



Andy Furey
National Officer
CWU